SENIOR SERVICES ADMINISTRATOR

Department:	**Senior Services**	Class Code:	**21**
Reports to:	**Assistant Town Manager**	FLSA Status:	**Non-Exempt**

GENERAL PURPOSE: Under limited supervision, supervises and directs the daily operations of the Senior Center. Work responsibilities extend to administering the Meals on Wheels Program.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Supervises, plans and implements all Senior Center services, including social, educational, nutritional and wellness opportunities for the senior population.
- Directly supervises staff; sets work priorities; monitors work; evaluates staff performance; responds to questions from staff; handles staff discipline and rewards.
- Prepares Meals on Wheels route sheets; secures drivers; recruits volunteers; prepares and secures grant opportunities; prepares RFP bids, monthly funding reports. Long term care billing.
- Finalizes monthly menus; performs liaison with community and government agencies; attends case management meetings; attends fund source meetings; ensures compliance with funding agencies and the health department; plans and organizes social/educational trips for seniors; plans and organizes educational, nutritional and wellness-based seminars or classes; trains new volunteers, community service workers and drivers; maintains accurate records of each Meals on Wheels recipient and manages contracts.
- Answers all incoming call; pays invoices; schedules the use of the building; makes deposits; schedules building maintenance; prepares various written correspondence; prepares the monthly newsletter; maintains office files.
- Assists citizens with social service referrals, including food stamps, legal advocacy, home-health care and related services.
- Serves as a liaison to the Senior Center Advisory Board; assembles the agenda; records meeting minutes; meets with individual Board members as requested.
- Maintains the integrity, professionalism, values and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Performs related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

Associate degree in Geriatric or Health Administration and five years of experience, including two years of supervisory experience, in health care administration.

Required Licenses or Certifications:

Possession of a valid driver's license. Background check required.

Required Knowledge of:

- Principles and practices of administrative management.
- Principles and practices of effective employee supervision.
- Principles and practices of grants writing and administration.
- Yavapai County health codes.
- Social services and programs.
- Uses and applications of personal computers and various software applications.

Required Ability to:

- Develop and maintain effective working relationships with Town staff, Council members, various external organizations and individuals and the general public.
- Coach and supervise employees.
- Evaluate the need for training and provide same.
- Work with all levels of an organization.
- Work with a senior population.
- Communicate effectively, both orally and in writing.
- Assess and prioritize multiple tasks, projects and demands.
- Operate a personal computer utilizing a variety of business software.

Physical Demands / Work Environment:

- Work is performed in a traditional office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 25 pounds.

Core Values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
Senior Services Supervisor		7/15/2014	Senior Services Administrator	21	Exempt	
FLSA Designation Change		11/20/2016			Non-Exempt	

APPROVED: **Human Resources** **DATE:** 10/18/2016