

The Charter Township of Bloomfield, MI

Job Description

Classification Title	Senior Center Assistant
FLSA Status	Non-Exempt
Pay Grade	PT 103
Hours	14-24 weekly average

GENERAL SUMMARY

Welcomes and responds to patron's requests, either by phone or in person, including registering patrons for classes, lectures and day trips. High level of computer skills needed.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Clear understanding and articulation of all BTSS programs and services.
- Uphold center policies and provide direction to patrons in a positive manner.
- Expertise with BTSS online registration process and ID scanning applications.
- Reliable and confidential handling of financial transactions.
- Highly positive and patient communication skills via telephone and in person.
- Provides project support, data entry and reporting to administrators.
- Helps set up and clean up rooms before and after events.
- Creates flyers, posters, and other marketing materials as needed.
- Photographs individuals for Identification Cards.
- Opens and closes the building at the beginning and end of the day.
- Performs other duties as required maintain smooth operation of the Center.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- Associate's Degree or 2 Years of College
- 2 to 3 years' experience minimum in a public office setting
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities

Licenses or Certifications

None.

OTHER JOB REQUIREMENTS

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Availability for work Monday-Friday between 7 AM and 3:30 PM

PREFERRED QUALIFICATIONS

High level of computer skills.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Skilled with a multi-line phone system.
- 5 years’ experience with senior services or public service preferred.
- Basic mathematics, English grammar, spelling, punctuation, and proper phone etiquette.
- Relevant Bloomfield Township policies and procedures

Skill in:

- Strong detail orientation and the ability to be efficient with interruptions to work.
- Excellent organizational, written and verbal communication skills.
- Expertise with Microsoft Outlook, Word and Excel.
- Ability to easily learn and use specialized software programs.

Ability to:

- Accurately organize and maintain paper documents and electronic files
- Must relate to patrons, staff and community in a positive, professional manner.
- Establish and maintain effective working relationships
- Meet schedules and deadlines of the work
- Perform and complete multiple duties concurrently and in a timely manner

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		

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Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate		X	
Individuals with known violent backgrounds	X		
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Communicable diseases	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals or substances	X		
Loud noises (<i>85+ decibels</i>)	X		

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work - Exerting up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.