



PROGRAM ASSISTANT
FiftyForward J.L. Turner Center

SALARY INFORMATION: \$12.00 per hour; non-exempt

WORK HOURS: Part-time; 25-29 hours per week based on need, with the ability to work flexible hours depending on needs and events (early mornings, evenings, and weekends). Center hours are 9 a.m. to 3 p.m. Bi-weekly special events on Friday evenings. Some Saturday trips.

BASIC FUNCTION: The Program Assistant supports the Program Director and Center Director in the day to day operations of the Center. Assists in the overall operation of the center with emphasis on room set up, customer service, and administrative duties for the center. Regularly drives a 14 passenger van for Day Trips, Inter-center programming, and a regular front door to center transportation route. The Program Assistant must demonstrate advocacy for senior adults and be staff and volunteer supportive. Must be flexible in scheduling for semi-regular evening and weekend trips and programming.

CORE JOB SPECIFIC COMPETENCIES

Approachability: Is easy to approach and talk to; spends extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Dealing with Ambiguity: Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

Composure: Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times, can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Functional/Technical Skills: Has the functional and technical knowledge and skills to do the job at a high level of accomplishment

Informing: Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or organization; provides individuals information so that they can make accurate decisions; is timely with information.

Patience: Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.

CORE RESPONSIBILITIES

- Assists as needed with daily programming. This includes; room set up, A/V set up, driving 14 passenger van, clean up, food prep, customer service, and taking payments.
- Works with Center volunteers including instructors, facilitators, and office/reception to support daily operations and programming.
- Maintains a thorough knowledge of all center and other FiftyForward programs to transfer proper information to members and partners.
- Complete assigned reports as directed with completeness, accuracy and timeliness
- Prepares meeting notices, agendas, and minutes for meetings as directed
- Maintains files and records for payments and sign-up book.
- Enrolls center members, gives tours as necessary
- Assists in the recruitment, training and scheduling of center volunteers
- Assists with creation of marketing materials for special events including flyers and newsletters
- Responsible for entering membership information into Activity Tracking database (My Senior Center)
- Aids in recruitment and training of volunteers as necessary. Maintains current list of volunteers and reports on hours through MSC. Assists in volunteer appreciation activities and events.
- Responsible for the operation of the center in absence of Director and Program Director.

CORE WORK REQUIREMENTS

- **Education:** Minimum: High School diploma or GED equivalency.
- **Experience:** **You must have a clean driving record to apply.** Experience in non-profit or customer service. Experience working with senior adults. Minimum 1 year experience driving 14 passenger vans or other large commercial vehicles. Knowledge of basic office procedures.
- **Special Skills:** Ability to establish and maintain positive working relationships with staff, participants, volunteers and the public; ability to communicate effectively, both verbal and written; ability to work efficiently in all Microsoft Office programs including Word and Excel. Ability to drive large commercial vehicle.

- **Physical Requirements:** This job is performed in a smoke free environment. Possible high noise level. Ability to drive for up to an hour continuously, and up to several hours a day. Ability to lift and move tables and chairs. Ability to operate office equipment. The usual and customary methods of performing the job's functions require the following physical demands: sitting, walking, standing, lifting up to 50 lbs, carrying, pushing and/or pulling; some stooping, kneeling and/or crouching; climbing stairs; significant fine finger dexterity.
- **Equipment Requirements:** Ability to operate a computer keyboard by touch; knowledge of Microsoft Office 365; ability to operate a telephone, copier, scanner, facsimile machine, audio-visual sound equipment.

HOW TO APPLY

To be considered, please send a current resume and cover letter
indicating the position for which you are applying to:

careers@fiftyforward.org

FiftyForward is a Smoke Free Workplace

FiftyForward is an equal opportunity employer. Applicants are considered for all positions without regard to political affiliation, religion, gender, age, race, color, national origin, sexual orientation, disability, marital or veteran status, the presence of a non-job-related medical condition or handicap, or other status protected under local, state or federal laws.