

TRANSPORTATION COORDINATOR/RECEPTIONIST COUNCIL ON AGING

Position Purpose:

The purpose of this position is to welcome visitors to the Senior Center by greeting them in person or on the telephone; answering questions within their knowledge or referring visitors and callers to the proper authority. Also to coordinate the transportation needs of Senior Center clients. Performs all other related work as required.

Supervision:

Works under the general supervision of the Senior Center Director.

Job Environment:

Majority of work is performed under typical office conditions; the noise level is moderate.

Operates telephone and other standard office equipment.

Has frequent contact with the general public. Contacts are primarily in person and by telephone and involve an information exchange dialogue.

Errors could result in confusion and delay and may cause adverse public relations.

Has some access to confidential information.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Assists the Senior Center Director with the following:

- Answers questions and provides information and assistance on activities at the Senior Center and other interests of senior citizens, over the telephone and through direct contact.
- Records the number of daily telephone calls.
- Assists, as needed, in special projects and events.
- Assists with labeling of newsletters for mailing.
- Receives and registers reservations and cancellations for nutrition program, Senior Center programs and events. Refers to appropriate personnel.
- Oversees all transportation services provided by the Senior Center.
- Assists seniors with arrangements for both in-town and out of town medical transportation requests.

- Works closely with COA Bus Drivers and all volunteer medical drivers to coordinate transportation needs.
- Performs data entry to record all rides, mileage, fees collected and calculated mileage reimbursement for volunteer drivers to be reported to the Director and COA Treasurer on the first business day of each month.
- Performs other similar or related duties as required or directed.

Recommended Minimum Qualifications:

High School Graduate

Basic computer knowledge including use of word processing and database applications

Able to work with minimum supervision

Good social/interpersonal communications skills

Empathy for elderly and their needs with demonstrated ability to interact effectively with them

Ability to respect and maintain confidentiality

Ability to establish and maintain effective working relationships with peers and supervisor

Education and Experience:

High school graduate or equivalent.

Special Requirements:

CORI Check Required

CPR Certified

Knowledge, Ability and Skill:

Knowledge: Basic knowledge of the Northbridge Senior Center.

Ability: Ability to understand and carry out simple oral and written directions.

Ability to communicate effectively with seniors, their family members, and guests of the Senior Center in a courteous and tactful manner.

Ability to interact with senior citizens and disabled citizens in a positive and sensitive manner.

Skill: Ability to operate typical office equipment.

Physical Requirements:

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.

Regularly required to walk and stand; operate office equipment and tools. Vision and hearing at, or correctable to normal ranges. Must be able to communicate clearly both verbally and in writing.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)