



"Loving Life in the Second Half"

Administrative Support/ Meal Program Coordinator

Position Description

Updated 3-15-2023

Description of Duties:

The Administrative Support/ Meal Program Coordinator will be responsible for answering phones, membership renewals, donations records, activity sign-up and cancellations, as well as rider requests and cancellations. The coordinator will also be responsible for all aspects of coordinating meal delivery, program eligibility and volunteer driver scheduling. In addition, there will be data entry, reporting support and other administrative duties. The individual will work closely with other staff and will be an integral member of this small staff.

Supervision:

Work under the direct supervision of the Assistant Director.

Essential Duties and Responsibilities:

General Office:

- Provide office support services in order to ensure efficiency and effectiveness within the Center.
- Answering phones and greeting visitors/members
- Receive, direct and relay telephone messages.
- Assist with activities, services and other sign-up programs. This will include verifying payments, maintaining waitlists and handling cancellations.
- Handle and process purchases and money transactions. Be responsible for using the credit card machine and keying into the cash register.
- Assist with projects (mailings, research, tallying data, etc.) by staff members as assigned.
- Prepare and send monthly membership renewal letters.
- Handle registration forms for Sports sign-ups and team rosters.
- Entering activities and services into database
- Be responsible for data entry of participation statistics and various monthly reports for the Center.
- Assist with administering and record keeping of activities and programs.
- Balance cash register at the end of every business day (shared duties with other staff members).
- Assist with events and programs as needed.
- Other administrative roles include supply orders and maintaining equipment.
- Maintain inventory of medical equipment.
- Supervise coordination and set up of Center's decorations.
- Schedule volunteer receptionists
- Other duties as assigned.

Transportation:

- Take transportation requests and cancellations by phone and in person, review the online spreadsheets, and complete all paperwork.
- Take rider requests and cancellations by phone.
- Assist with the rider screening process and be able to provide relevant information on our transportation program.
- Maintain required documentation for volunteers.

MOW/HOT MEALS Programs

- Conduct Intake calls for MOW client assessments and qualification with some assistance from trained volunteers and Front Desk Coordinator
- Maintain MOW route assignments and volunteer MOW drivers.
- Verify and record MOW and Hot Meal Driver volunteer hours in Schedules Plus.

Connect and Care Call Program

- Conduct Intake calls for Connect and Care clients
- Maintain Caller and Volunteer assignments.
- Verify and record Caller Volunteer Hours in Schedules Plus
- Record Client calls in EmpowOR.

Hospitality: (shared with Front Desk Coordinator)

- In AM - Set up coffee and breakfast snack service for Vista room.
- Afternoon – Set up afternoon treats or make popcorn on special days or have a volunteer help with this.
- In PM – Clean up Vista room snack service; prepare snacks for next day.
- Keep freezer donations organized by month - per shelf. Freeze items that come from Starbucks, Safeway, Panera etc., placing date of arrival on paper in container for proper distribution

Experience and training:

- Must have proficient skills in Microsoft Office computer programs and usage.
- Experience with data entry into database software is preferred, but not required.
- Must have experience with multi-line telephone systems.
- Previous work in an office environment is preferred
- Be a self-starter who takes initiative to do whatever is necessary
- High school diploma required

Physical Requirements:

- Ability to lift a burden of 25 lbs. or less.
- Ability to conduct activities involving simple grasping, fine manipulation and gross motor skills.
- Ability to participate in conversations in person or via phone or hand-held radio, and distinguish signals including alarms, emergency whistles, equipment malfunction signals, and similar alerts.
- Ability to visibly distinguish circumstances, situations, written material, and other details within the environment at distances both near and far.
- Mobility to move to and from points inside and outside of the Senior Center.

Other Requirements:

- Ability to interact with general public and members of the organization.
- Ability to work well with other staff in dealing with unexpected situations and challenges.
- Ability to adapt to an ever-changing environment.
- Ability to remember processes and procedures for dealing with competitive situations and challenges.
- Problem solving skills helpful in responding to unanticipated circumstances and challenges.
- Ability to read and understand materials, and compare information or instructions in written form.

Position Description:

Position descriptions are dynamic documents, meant to be updated and revised continuously, based on the programs and services we offer. We encourage you to offer suggestions for improving your effectiveness and the design of your position by speaking with your supervisor

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- I have received a copy of the Employee Handbook.
- I have received a copy of the Center’s By-laws.
- I have read the job description for the Administrative Support/ Meal Program Coordinator position and have had all my questions answered in regards to the job duties, responsibilities and requirements.

Signature: _____ Printed Name: _____

Date: _____