

TOWN OF NORTHBOROUGH
JOB DESCRIPTION

JOB TITLE:	Program Coordinator	DATE:	January 2011
DEPARTMENT:	Senior Center	GRADE:	
REPORTS TO:	Senior Center Director		

SUMMARY

Responsible for supervisory and administrative work to assist the Senior Center Director with the development and implementation of programs and services for Northborough's Seniors.

ESSENTIAL FUNCTIONS

Assist Director with the development and implementation of new programming; oversee recruitment of instructors and presenters.

Assist with the day-to-day administration of Sr. Center programs.

Prepare and maintain class/program schedule. Produce program brochures/flyers. Publicize programs and respond to program-related inquiries from the public.

Maintain database of participants; process program registrations and payments; prepare financial reports.

Develop and build relationships with program instructors, volunteers, community organizations, and Town Departments.

Disseminate information to press for all special events, programming and general publicity. Assist staff with publicizing special events.

Prepare correspondence, memoranda, forms, reports and registration documentation using word processing, spreadsheet and presentation software.

SECONDARY RESPONSIBILITIES

- Provide back-up to other department staff.

Performs other position-related duties, as assigned.

QUALIFICATIONS

Minimum Training and Experience

Associate's degree in Psychology, Sociology, or Gerontology preferred with 2 years of experience in community volunteerism and/or social services with elder resources; or any equivalent combination of education and experience.

Minimum Knowledge, Skills and Abilities

Requires working knowledge of word processing, spreadsheets and databases.

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Must be able to communicate clearly and concisely, orally and in writing. Must have public speaking and presentation skills.

Effective customer service and communication skills are required to address a wide-ranging public audience. Contacts require courtesy and tact to resolve issues. Must exhibit empathy and sensitivity to the needs of mature citizens and their families.

Knowledge Proficiency

In order to be considered proficient in the position, the employee must demonstrate:

- Working knowledge of the Senior Center/Council on Aging operations;
- Proficiency in the department's specific software applications and databases.
- Basic knowledge of the functions and operations of other Town departments

Tools and Equipment Used

The employee is required to use personal computer and general office equipment (e.g., telephone, fax, copier, etc.) The position sometimes requires food preparation and the use of stoves, utensils and sinks

Physical Demands

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

While performing the duties of this job, the employee is frequently required to sit, talk, hear, stand and walk. The employee must have good vision to view numbers and text and view documents and forms for general understanding. Work requires manual dexterity in combination with eye-hand coordination for operating office equipment, and for filing. The employee must occasionally lift and/or move objects weighing more than 30 pounds.

Work Environment

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. The employee works in an office environment with normal foot traffic.