



SUDBURY SENIOR CENTER COUNCIL ON AGING

Town of Sudbury, Massachusetts

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Job Description: Sudbury Senior Center Afternoon Receptionist

Supervised by: Senior Center Administrative Assistant with input from the Senior Center Director
Ongoing information sharing daily; individual consultations as required

General Statement of Duties: Serve as the welcoming and orientation ambassador for the Senior Center and facilitate program enrollment

Specific responsibilities:

Greeting visitors, offering coffee and orientation to programs; ascertaining the visitor's needs and handling requests when appropriate, or directing visitor to the appropriate staff person, or the waiting area.

Answering the phone, greeting callers, offering information and assistance when appropriate, or connecting caller with the appropriate staff persons or their voice mail.

Assisting callers and visitors with program sign-up when appropriate; informing participants of changes, registration procedures, waiting list status; calling participants, when necessary, with updates, cancellations, schedule changes, and the like; taking and recording payments for events.

Assisting with making coffee, filling carafes, ensuring supply of napkins, and other goods; cleaning coffee area at the end of the day.

Knowledge, Ability and Skills:

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Knowledge: Knowledge of office procedures, practices and terminology. Knowledge of the use of office and data processing equipment, business English and spelling. Familiarity with rules, laws, policies and procedures, regulations, etc. pertinent to the operations of the department helpful. General knowledge of local government and its operations helpful.

Ability: Ability to represent the Senior Center in a pleasant, professional manner. Ability to interact with older adults with sensitivity, tact, and understanding.

Ability to organize time, work independently and accomplish tasks despite frequent interruptions. Ability to maintain detailed statistics, records, and clerical records. Ability to deal effectively and tactfully with the public. Ability to maintain confidential information.

Ability to communicate effectively with the public, co-workers, other employees, departments, officials, and other agencies. Ability to solve problems with diplomacy and tact.

Skill: Effective secretarial, customer service and administrative skills. Skill in utilizing personal computers, multi-line telephone system and projection system. Skill in, or ability to learn, popular word processing, database, email and spreadsheet applications. Ability to learn new software as needed; such as MySeniorCenter database system. Excellent customer service skills. Planning and organizational skills.

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.

Tasks require the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at Front Desk reception area workstation or a keyboard. Vision and hearing at, or correctable to, normal ranges is necessary. Must be able to communicate verbally. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Qualifications:

CORI check, signed confidentiality agreement and conflict of interest policy.

High school graduate or GED

Ability to represent the Senior Center in a pleasant, professional manner

Ability to manage multiple tasks accurately

Ability to work well as a member of a team

Ability to take accurate messages and transmit information verbally and in writing

Ability to prioritize tasks appropriately

Ability to work independently yet to seek guidance when appropriate

Computer skills for data entry and class registration.