



Sudbury Senior Center
Council on Aging
Town of Sudbury, Massachusetts

40 Fairbank Road • Sudbury, Massachusetts • 01776-1681 • www.sudburyseniorcenter.org
Phone: 978-443-3055 • Fax: 978-443-6009 • E-mail: senior@sudbury.ma.us

Town of Sudbury
Sudbury Senior Center

POSITION POSTING
FRONT DESK RECEPTIONIST
Part-time (18-19 hours per week)

The Senior Center Front Desk Receptionist is a welcoming ambassador, who answers the phone and greets visitors, assists participants with information and with registration for various programs and services, while helping with various administrative projects. The position requires excellent customer service, verbal and written communication skills, ability to interact with senior participants, families, volunteers and staff with sensitivity, tact and discretion. Excellent computer and software skills and ability to learn and work with new software is also critical. Position may also help with room setups and some lifting up to 20 lbs. Position is part-time, 18-19 hours per week at \$17.50/hour, working under the general direction of the Administrative Assistant and supervision of the Senior Center Director. Requires high school graduation or GED; Bachelor's degree preferred.

Send letter of interest and resume to Debra Galloway, Senior Center Director, 40 Fairbank Road, Sudbury, MA 01776 or by e-mail to gallowayd@sudbury.ma.us. Please reply by June 7, 2023. AA/EOE

Sudbury Senior Center Job Description

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Job Description: Sudbury Senior Center Part-time Front Desk Receptionist

Supervision: Senior Center Administrative Assistant and Senior Center Director
Ongoing information sharing daily; individual consultations as required

General Statement of Duties:

Serves as the welcoming and orientation ambassador for Senior Center participants, assists with participant registration and program enrollment using various software, including the MySeniorCenter database, handles all walk-in visitors, telephone calls and emails, interacts with and assists staff, and ensures signage and calendars reflect activities of the day and week, ensures coffee and tea is ready for the day, may assist with room setup, helps with staff projects, and other duties as assigned.

Knowledge, Ability and Skills Needed:

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Knowledge: Thorough knowledge of office procedures, practices and terminology. Complete 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 compose correspondence and to prepare, type, and proofread reports as to form and logic flow. Ability to communicate effectively with the public, co-workers, other employees, departments, officials, and other agencies. Ability to solve problems with diplomacy and tact. Ability to work with basic math computations.

Skill: Superior secretarial, customer service and administrative skills. Expertise and skill in utilizing personal computers, multi-line telephone system and projection system. Expertise and skill in popular word processing, database, email and spreadsheet applications. Ability to learn new software as needed; MySeniorCenter database system, Carousel announcement system as

examples. Excellent customer service skills. Planning and organizational skills. Skill in all of the above listed tools and 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.

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.

Examples of Duties:

- Provide excellent customer service to all callers and visitors, taking care of caller's and visitor's needs for information, registration, appointments, etc.
- Ascertain staff availability for the day in order to appropriately answer calls and questions.
- Share pertinent information and updates with Afternoon Receptionist each day.
- Make coffee, keep carafes filled, ensure there's enough milk, and supplies for tea.
- Provide administrative support to the Director and Administrative Assistant as needed.
- Set up registration for each month's activities. Check daily listing of programs on MySeniorCenter, ensure that all programs for the day are listed; add missing program, if available, or inform appropriate staff if they are not.
- Unlocking doors and cabinets.
- Take messages from the answering machine and email; following up or forwarding messages to appropriate staff.
- Setting up the Front Desk Check-in Monitor.
- Assist with rearrangement of chairs and tables in program rooms as needed.
- Learning and utilizing the MySeniorCenter, MyActiveCenter and CardConnect (online credit card payment) systems.
- Assist with mailing of the Senior Center newsletter.
- Assist with paperwork for the Sudbury Senior Center Trips.
- Distribute daily mail.
- Follow all health and emergency procedures.

Qualifications:

High school graduate or GED; Bachelor's Degree preferred.

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

Current CPR/AED and First Aid certification or ability to obtain such certification.