



## **Town of Suffield Job Posting**

**Position: Assistant to Community Services Director**

**Post Date: March 12, 2024**

**End Date: March 26, 2024**

The Town of Suffield is a quintessential New England town with a longstanding pledge to preserving its historic architecture and agricultural roots. The many people who serve Suffield through town government as employees and volunteers alike remain committed to developing and fostering a strong sense of community among its residents.

The Town of Suffield is seeking an Assistant to Community Services Director for the Community Center. This position actively grows community participation by representing and interacting positively with seniors, residents, family members, and instructors. Serves as a welcoming greeter for Suffield Community Services. Responsible for developing and maintaining comprehensive programs providing community-based social, physical, educational, and recreational services for the well-being of senior citizens and their family members/caregivers. Serves the residents of Suffield in a positive, customer-oriented atmosphere that promotes a positive and professional image for the Town government.

### **Supervision Received:**

Receives general direction from the Director of Community Services.

### **Supervision Exercised:**

Supervises volunteers.

### **Essential Duties and Responsibilities:**

1. Welcomes and greets all patrons and directs them to the appropriate area of interest.
2. Answers incoming calls professionally and courteously, following up or forwarding messages to appropriate staff.
3. Provides excellent customer service to all callers and patrons of the center.
4. Registers patrons for lunches, appointments, classes, and events in MySeniorCenter and myRec software.
5. Provides administrative support to the Director of Community Services.
6. Monitors daily listing of programs on MySeniorCenter software.
7. Assists with the collection of registration and payment for events and programs.
8. Assist patrons sign in at the welcome kiosk.
9. Assists with setting up of rooms for programs.
10. Maintains bulletin boards, flyers, and forms in stock.
11. Make reminder calls to confirm upcoming appointments.
12. Decorates the Senior Center and bulletin boards seasonally.
13. Responds to emergencies and contact the appropriate party.
14. Process invoices and time sheets.
15. Manage and train volunteers for the reception desk.
16. Assist with special events as needed
17. Assist with Kitchen duties and meal preparation as needed.
18. Attend required in-service training sessions and orientations.

19. Collect and manage the filing of Membership Waiver and Health Questionnaire forms.
20. Responsible for daily functions of the Community Services Center in the absence of the Director.
21. Plans and evaluates the provision of senior services and programs. Develops policies and procedures for the provision of senior services and programs.
22. Researches and evaluates short and long-term service needs of Suffield's senior residents.
23. Plans promotes, and implements a comprehensive and diversified offering of community-based programs providing social, physical, cultural, educational, and recreational services for the Town's senior residents under policies established by the Director.
24. Review and evaluate program performance and effectiveness to implement policies to alleviate deficiencies.
25. Develops and maintains a client-oriented information system and case management program to monitor and assure continuity of services to program participants.
26. Coordinates with health and social service agencies and providers to provide health care and related referral programs to the Town's senior residents.
27. Represents Town at specific agency meetings to advocate for senior residents and services; serves as liaison to various government or community organizations, committees, task forces, boards, and commissions; communicates regularly with other local, State, and Federal officials and community members.
28. Recommends and implements adopted program and service fee schedules; coordinates and ensures the collection and disbursement of all program fees.
29. Review proposed and adopted local, state, and federal legislation and assess the potential impact on office programming and operations; ensure compliance with all such laws governing office programs and activities.
30. Coordinates programming with other senior service programs and providers in the community.
31. Promotes and publicizes programs and activities utilizing numerous media formats, including print and social media marketing.
32. Collaborates with Parks & Recreation, Youth Services, and volunteers on diversifying programming.
33. Attend seminars and conferences to remain current on developments in relevant fields.
34. Maintains positive working relationships with Parks & Recreation, Youth Services, Volunteers, Community groups, and school officials regarding program offerings and coordination of services. Responds promptly and cordially to citizen inquiries, feedback, or complaints about services and facilities.

#### **Other Job Functions:**

1. Perform other related work as assigned.

#### **Minimum Qualifications:**

##### **Education & Experience:**

1. Graduation from an accredited college or university with a Bachelor's degree with a major field of study in Public Administration or Social Services.
2. Three (3) years of increasingly responsible experience in social services or public administration.
3. CPR/AED and First Aid or ability to obtain within 90 days of employment.
4. Suitable experience may be substituted for education attainment if deemed appropriate by the First Selectman.

##### **Knowledge, Skills, and Abilities:**

1. Ability to represent the Community Services Center in a pleasant, professional manner.
2. Ability to interact with seniors and families with compassion and tactfulness,
3. Ability to work independently, manage time effectively, and accomplish tasks despite frequent interruptions.

4. Ability to maintain confidential information involving residents and patrons of the Community Services Center.
5. Ability to communicate effectively with the public, co-workers, town employees, officials, and other agencies.
6. Ability to multitask, organize, and solve problems with diplomacy and tact.
7. Ability to respond to emergencies calmly and collectively.
8. Requires excellent customer service and verbal and written communication skills.
9. Excellent computer skills and ability to learn and work with new software, including Microsoft Suites.
10. Ability to process paperwork accurately and efficiently and work with minimal supervision.
11. Thorough knowledge of human and senior services programs and practices of public administration.
12. Knowledge of community human and senior service needs.
13. Ability to prepare detailed reports and perform reliable research as needed.
14. Ability to read, analyze, and interpret general business periodicals, professional journals, and government regulations.
15. Ability to maintain positive working relationships with government officials, community groups, local service providers, and the public.
16. Ability to compose clear correspondence and effectively present information and respond to questions from government officials, community service providers, vendors, customers/residents, and the general public.

#### **Special Requirements:**

1. A valid, active Motor Vehicle Operator's license is required.
2. Ability to obtain ServSafe Food Manager Certification within six (6) months of employment.

#### **Tools and Equipment Used:**

This job operates in a professional office environment with occasionally related fieldwork. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

#### **Physical Demands:**

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

While performing the essential functions of this job, the employee is frequently required to sit, stand, walk; use hands and fingers; handle or operate objects, controls, or standard office equipment; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

The employee must frequently lift and move up to fifty (50) pounds and occasionally lift or move up to sixty (60) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **Work Environment:**

This job operates in a professional office environment with occasional related fieldwork. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions. The work is conducted in a commercial kitchen with virtually no disagreeable features. The noise level in the work environment is moderate.

**General Guidelines:**

The duties listed above 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.

The 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.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of functions, activities, duties, or responsibilities that are required of the employee for this job. Functions, duties, responsibilities, and activities may change at any time, with or without notice.

**Travel:**

Travel is primarily local during the business day.

**EEOC Statement:**

It is the policy of the Town of Suffield to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, the Town of Suffield will provide reasonable accommodations that do not present an undue hardship for qualified individuals with disabilities.

**Hours:**

This position is a collective bargaining unit member of the Town Hall Union.

This is a full-time thirty-two (32) hours per week position. Hours of operation are Monday – Thursday 8:00 a.m. – 3:00 p.m. and Friday 8:00 a.m. – 12:00 p.m. Schedule to be determined. This position occasionally requires evening work and weekend work as job duties demand.

**Compensation and Benefits:**

The pay rate is \$26.00 per hour; compensation is in accordance with the Town Hall Collective Bargaining Agreement. This position is union-represented and is eligible for medical, dental, vision, health saving account, life insurance, short and long-term disability, 457 defined contribution plan, holidays, sick time, and personal and vacation time. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the employer's needs and requirements of the job change.

**How to Apply:**

Applications can be found on the town website at [suffieldct.gov/departments/hr](http://suffieldct.gov/departments/hr).

Please submit an application and resume by email to [sfoley@suffieldct.gov](mailto:sfoley@suffieldct.gov) or by mail to Town of Suffield, Human Resources Department, Attention: Shannon Foley, 83 Mountain Rd, Suffield, CT 06078 by closing date of posting.

*The Town of Suffield is an equal opportunity employer m/f/d/v.  
The above posting is intended as a guide and is not a complete description of the position or process.*