



Pleasant Hill Recreation & Park District Program Coordinator - Senior Services Job Description

Job Title: Program Coordinator, Senior Services

Department: Senior Services

Reports To: Senior Services Manager

Job Type: Full-Time Exempt (salary)

Approved By: Recreation Superintendent

POSITION SUMMARY

The Pleasant Hill Senior Center offers unparalleled recreational, social and entertainment programming for senior citizens (50+) throughout Contra Costa County and beyond. The primary role of the Senior Center Program Coordinator is to organize and implement engaging, fun and inclusive programs that appeal to diverse senior interests and needs.

IDEAL CANDIDATE

The ideal candidate has a passion for serving the senior community and the ability to connect with seniors who have unique interests, needs and personalities. To be successful in this position, the incumbent works well under pressure and has strong communication, organization, and multi-tasking skills. The top candidate is compassionate, resilient, focused, and effective.

Essential Duties and Responsibilities (other duties may be assigned):

Develop and implement events and activities for seniors; identify new opportunities to serve a wide range of senior interests, plan activity and event logistics, coordinate implementation, manage budget and evaluate results.

Manage existing adult and senior contract classes and coordinate with instructors; identify new class offerings to serve additional enrichment needs; recruit new instructors.

Plan and implement inclusive recreational dances specifically organized for developmentally disabled adults (18+ yrs) in partnership with the City of Martinez, City of Concord, and City of Walnut Creek.

Lead and manage robust Senior Center volunteer program; supervise over 200+ volunteers.

Provide outstanding customer service through responsive, clear and appropriate communication with volunteers, staff, and members of the public.

Monitor the well-being of senior program participants, respond prudently if concern or issues arise, and engage the Senior Center Manager/Care Manager or other support services when needed.

Attend and contribute to Pleasant Hill Senior Club Board and General Membership meetings.

Participate in District meetings as needed to gather and distribute information on District policy and programs updates and communicate to staff, volunteers and members as appropriate.

Assume the responsibilities of the Senior Center Manager, Nutrition Manager, Administration Assistant, or another Senior Center position in a staff member's absence or as needed.

Create Senior Center promotional material including flyers and social media posts; contribute content to senior monthly newsletter.

Establish a collaborative working relationship with a network with business organizations within the community.

Maintain a safe and clean facility; learn hazards present, develop and enforce safety procedures, rules, and regulations to ensure safe operation for all staff, volunteers and members.

Supervisory Responsibilities

Direct supervision of 200+ part-time Senior Center volunteers and 20+ contract class instructors. Supervisorial responsibilities must be carried out in accordance with the organization's policies and applicable laws. Responsibilities include recruitment, training; scheduling, task assignment, and directing workflow. Additional duties include performance evaluation, conflict resolution, problem-solving, complaint management, disciplinary action and reward recognition.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data.

Design - Uses feedback to modify designs.

Problem Solving - Develops alternative solutions.

Project Management - Communicates changes and progress.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives.

Visionary Leadership - Inspires respect and trust.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change.

Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

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Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity/Equity/Inclusion - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university in Recreation, Public Administration, Gerontology, or related fields and two years' experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to draft reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of supervisors, staff, volunteers, customers, and the public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Must have experience creating and managing program budgets.

Reasoning Ability

Ability to solve practical problems and deal with a variety of situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should be proficient in the Microsoft Office suite, have experience with website management and program registration software, preferably Civic Rec. Social Media experience is also strongly desired.

Certificates, Licenses, Registrations

Valid California Driver's License with a safe driving record; certification/training in CPR, First Aid and AED.

Other Skills and Abilities

Oral and written communication skills, public speaking experience, problem solving capabilities and a positive attitude.

Physical Demands

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel. The employee is frequently required to stand; walk; sit; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an 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. While performing the duties of this Job, the employee occasionally works in and outside weather conditions. The noise level in the work environment is usually moderate.