

TOWN OF SHARON JOB DESCRIPTION

Title of Position: Office Manager / Transportation Coordinator

Department/Appointing Authority: Council on Aging

Date: June 8, 2016

Originator: Kathleen Medeiros, Executive Director

Personnel Board Use Only

Classification: OC-2a

Effective Date of Classification:

Classification Authority: ☒ **Personnel Board** ☐ **Collective Bargaining**

Summary Description

Assists the Adult Center/Council on Aging Executive Director and other staff members in performing the duties of the office and overseeing the daily management of the department. Responsible for the Adult Center transportation program, which includes medical appointment transportation, shopping, programs at the Adult Center, trips, special occasions (i.e., Town Meeting, voting) and bus rentals (off-hours usage by Sharon non-profit organizations). This position requires sound initiative, judgement, decision-making, and ability to work effectively and independently with Adult Center clients (primarily the elderly and disabled), their families, social service agency personnel, general public, town officials, and town department personnel.

Essential Functions

The essential functions or duties listed below 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.

Interacts daily with elderly residents and their families; provides requested information and personal assistance including placing telephone calls, scheduling appointments for clients, filling out forms, etc.

In absence of Social Worker or Executive Director, is responsible for assessing need for crisis intervention; authorized (along with Social Worker and Executive Director) by Salvation Army to sign vouchers (emergency food/fuel); may distribute supermarket gift cards donated to Adult Center.

Responsible for coordinating transportation program, which involves efficiently scheduling daily transportation using staff drivers, volunteer drivers, and/or other resources as appropriate. Ensures that passengers have emergency contact forms in place. Provides information about other transportation resources (e.g., MBTA RIDE, GATRA, HESSCO Elder Services, American Cancer Society, private drivers) and follows up as appropriate and available. Provides occasional backup transportation for volunteers and clients.

Oversees collection of all monies for department including transportation fares, program/class registrations, trip registrations, donations, etc. and maintains accurate record of money collected and disbursed. Prepares weekly deposits for Treasurer's Office. Tracks department budget expenditures and revolving fund budget income and expenditures through MUNIS system; prepares weekly payroll for department staff; prepares and submits bills for payment out of appropriate budget (department or revolving); maintains ledger balancing bills against department budget and revolving fund; ensures all program leaders, entertainers, trip venues, etc., are paid in a timely fashion.

Edits, writes and prepares ***The VIEW*** (Adult Center newsletter), using Publisher program; supervises mailing preparation. Prepares weekly announcements for local newspaper and cable access channel; prepares program announcements for distribution; prepares press releases as appropriate and needed.

Assists with planning and scheduling trips and programs, especially concerning use of transportation. Schedules Adult Center rooms based on program/class needs and room availability as well as schedules rooms for town boards, committees, and other community groups as requested. May provide staff presence at some weeknight or weekend programs; assists in monitoring need to cancel and/or reschedule classes and events, shopping, and transportation services; these may involve off-hours.

Assists with development of procedures for support and safety programs (e.g., Property Tax Work-Off Program, Town-Sponsored Trash Collection, Emergency Management Identification Form Program, etc.). Develops appropriate forms and letters and provides accurate data to other departments (e.g. Assessor's Office, Health Department, DPW, Police/Fire Departments) working with Adult Center/COA on these programs.

Plans events/clinics for Adult Center (e.g., tax assistance, health screenings, legal clinic, SHINE appointments, etc.) publicizes events, coordinates appointments/registration, and arranges transportation.

Responsible for general office needs. Ensures maintenance checks and inspections on vehicles are completed and reported on by DPW. Maintains department statistics on vehicles used primarily by volunteers and prepares additional reports for state agency which funded purchases. Monitors needs of physical plant.

Aids Executive Director with grant writing and monitors expenditures for state and federal grants. Researches information on purchasing extraordinary items in consultation with Executive Director.

Has frequent contact with town officials; other town departments; social service agency personnel; general public; the town's elderly, disabled and their families; and social service agencies. Attends meetings (local, regional, town) as appropriate; may represent Executive Director at Department Head meetings in Director's absence.

Supervision

Provides daily supervision of staff bus and van drivers, staff backup bus driver(s), volunteer drivers, data entry volunteers, newsletter mailing volunteers, and custodial volunteers.

Reporting Structure

Work is performed under the direction of the Executive Director. Acts on behalf of the Executive Director when designated.

Provides advocacy to clients and/or their families at times when no clinical staff (Social Worker, Executive Director) is available; assesses needs and provides assistance in the form of emergency vouchers or gift cards, or information and referral to other resources.

Physical Environment

Work is performed under typical office conditions, with frequent interruptions by volunteers or clients. Possible exposure to bodily fluids. Some exposure to clients with social or hygiene issues.

May be required to push person in wheelchair and/or physically assist clients with mobility constraints; may be required to lift wheelchair and other equipment into vehicle. May be required to assist with set up of chairs and tables to prepare rooms for programs. Operates DVD/VCR, AV and sound systems; uses hand tools, medical equipment, and two-way radio.

Education/Basic Knowledge

Associate's Degree in Social Services, Human Services, Gerontology, or Business Administration or some closely related field plus five (5) years of related experience required; or an equivalent combination of education and experience. Additional directly related experience may be substituted for education (see Experience Section below).

Ability to deal with public with courtesy, patience and tact; excellent interpersonal skills; must maintain strict confidentiality of personnel and client information. Ability to work with diverse, multicultural population. Ability to hear and discriminate voices and accents on telephone and in person.

Driver's license and good driving record. Certification in or ability to obtain certification within six (6) months of hire CPR and Basic First Aid. Ability to be certified to perform Criminal History Systems Board (CORI) checks on all potential Council on Aging employees and volunteers.

Experience

A minimum of seven (7) years of relevant work experience, one (1) year of which must include supervision of personnel (experience working with the elderly or disabled highly desirable) or an equivalent combination of education and experience.

This 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.