



JOB POSTING – May 17, 2019
DEADLINE- May 27, 2019
Volunteer & Activities Coordinator
City of Holyoke Council On Aging

Position Summary: The purpose of this position is to develop, implement and oversee the volunteer program for the Holyoke Council on Aging and Senior Center. This position also assists with the marketing of activities and front desk communications.

Essential Functions: Recruits new volunteers through contacts with current program participants, media, community groups, local service organizations, and by conducting presentations at public and private entities. Reviews current volunteer database for appropriate placements; works with staff to identify possible volunteer roles; develops position descriptions for each volunteer position. Screens, interviews and makes appropriate volunteer position placements; trains and supervises volunteers, monitors performance, and assists with problem solving. Organizes master volunteer schedule for front desk and café. Manages reception desk operations; provides program updates for volunteers, assists with responding to informational inquiries from public, assists with sale of activity, meal, and special events tickets. Develops and maintains volunteer records, forms and documents; develops and maintains volunteer handbook. Plans and organizes volunteer recognition events and develops other methods/opportunities to recognize volunteer service. Provides coverage at reception desk and greets visitors. Assists the Activities Coordinator with senior center programs especially in the areas of marketing and communications. Assists with general customer support in a team-structured environment.

Assists in general senior center program operations on an as needed basis including, but not limited to, assisting at parties/events and assisting other staff and volunteers. Performs similar or related work as required, directed or as situation dictates.

The essential functions or 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.

Knowledge, skill, and abilities required: Knowledge of volunteer management; knowledge of computer software; working knowledge of department operations and functions. Ability to develop effective and constructive relationships with older adults with sensitivity and tact; ability to communicate effectively both orally and in writing. Ability to plan, implement, and evaluate volunteer program. Strong customer service skills; strong planning and organizational skills. Excellent written and verbal communication skills. Excellent computer skills; interpersonal and problem-solving skills. Ability to read, write and speak Spanish highly preferred.

Experience: Three years of experience with volunteer management and working with older adults; customer service in a fast-paced, high traffic environment; or any equivalent combination of education and experience.

Education, certification, or licensure required: Associate's degree preferred. Possess a valid motor Driver's License, CPR/AED Certification. Ability to meet CORI standards as set by state statutes and EOEA regulation.

Supervision Scope: Exercises considerable initiative, creativity, and independent judgment in the development and execution of the department's volunteer program. Works under the general direction of the Executive Director in accordance with department policies and procedures. Participates in the recruitment and supervision of volunteers.

Job Environment: Work is performed under typical office setting and at the senior center; work environment is moderately noisy with frequent interruptions. Operates a computer, telephone, copier, facsimile machine, and other standard office equipment. Makes frequent contacts with the general public, older adults and community groups. Contacts are in person, by phone, by email, and in writing. Errors in judgment could result in delays or loss of services, injuries to other employees, and have legal repercussions.

Physical Requirements: Employee is regularly required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects. Employee may occasionally lift and/or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges. *The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Fair Labor Standards Act (FLSA) Status: Non-exempt

Employment Status & Hours: Regular Full Time Employment, Mon, Tues, Thurs, Fri- 8a-4p & Wed- 10:30a-6:30p

Pay Rate: \$15.76-\$22.55/hour paid biweekly.

Employee Benefits: Health, Dental, Life Insurance and Flexible Spending Account (FSA)

Please send a letter of interest and resume by email only to:
personnel@holyoke.org

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