JOB DESCRIPTION

ORGANIZATION: City of Lebanon
DEPARTMENT: Senior Services

LOCATION: Lebanon, OR
DATE: October 2010

JOB TITLE: Senior Services Manager

JOB STATUS: Exempt
FLSA Exempt: Yes

PURPOSE OF POSITION: Plan, direct and oversee the provision of transportation, education, recreation, social services and nutrition needed in the community for the City’s older adult population, and respond to the changing needs of that population. Serve as a member of the City management team.

ESSENTIAL JOB FUNCTIONS/DUTIES & RESPONSIBILITIES: The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

1. Maintains regular job attendance and adherence to working hours.
2. Possess and maintain a valid Oregon Drivers License with an acceptable driving record.
3. Supervise department staff and volunteers, including training, assigning and reviewing work, scheduling, evaluating performance and recommending personnel actions, such as hiring, discipline and termination.
4. Ensure the provision of adequate transportation, recreational, social and educational programs for seniors and community. Plan and organize services and events to meet the needs of the City’s older adult population, in accordance with the City’s financial resources.
5. Prepare, submit and present grant applications to fund program activities, including transportation. Prepare and submit quarterly reports associated with the various grants. Investigate and research funding opportunities for senior center and transportation programs.
6. Ensure continued eligibility for funding by complying with the state and federal requirements outlined in the FTA and DOT guidelines associated with substance abuse management and ADA programs, including training for employees.
7. Plan, manage and implement transportation programs and policies to meet changing needs of population served, including overseeing maintenance of vehicles and equipment. Work collaboratively with local agencies and transportation providers to provide comprehensive, efficient transportation services throughout the area.
8. Evaluate, develop and implement Senior Services programs and the policies and procedures needed to effectively perform the services in a fiscally responsible and efficient manner.

10. Oversee building/facility maintenance/rentals by working with contractors and other city departments. Oversee rental activity by outside public and private groups.

11. Manage contracts for Senior Services programs, including elderly nutrition program, transportation services. Determine future needs and issues associated with Senior Services.

12. Act as City liaison working with state and local community boards and task forces serving senior citizens, transportation, and community needs.

13. Staff representative for Senior Advisory Board and Library/Senior Center trust board.

14. Compose and type correspondence, minutes, reports and newsletters.

15. Ensures the maintenance of accurate and complete records of department activities.

16. Receive and resolve citizen complaints and concerns regarding Senior Services functions and personnel.

17. Ensure compliance with and follow all safety rules and procedures established for work areas.

18. Maintain professional proficiency by attending conferences and meetings, reviewing reports, reading professional journals, and meeting with others in area served.

19. Maintain work areas in a clean and orderly manner.

**MANDATORY QUALIFICATIONS:**

**Education & Experience:**
1. A bachelor’s degree from an accredited university in a field related to the public sector.
2. Equivalent experience in a similar area, including supervision of others, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

**Licenses & Certificates:**
1. Current CPR/First Aid cards.
3. Ability to receive security clearance from the Criminal Justice Information Services within the first 45 days of employment.
4. Possess or the ability to obtain a valid Oregon drivers license within the first 30 days of employment.

**DESIRABLE QUALIFICATIONS:** None

**KNOWLEDGE, SKILLS AND ABILITIES:** The qualities below reflect the working dynamic of the position.

**Knowledge of:**
1. Principles, practices, and techniques of public administration, City government, Senior Center policies and procedures.
2. Common personnel policies.
3. Government budget policies and procedures.
4. Principles and practices of management and supervision.
6. Reporting and disclosure requirements of government entities.
7. FTA and ODOT requirements for transportation programs.
8. Recreation or human services involving older adults.

Skill in:
1. Personnel supervision.
2. Planning, coordinating, and directing the operations of the Senior Services Department to achieve established goals and maximize efficiency.
3. Implementing work methods and procedures which promote a safe working environment and ensuring proper staff training in work safety.
4. Interpreting, understanding, and applying technical reports, statutes, rules, and regulations.
5. Evaluating work priorities, procedures, and processes to determine their effectiveness and efficiency.
6. Developing and implementing recommendations regarding work procedures and cost effective services.
7. Interpreting fiscal and accounting procedures, insuring conformity to appropriate standards.
8. Providing outstanding customer satisfaction (internally and externally).
9. Use of Microsoft Office.

Ability to:
1. Communicate orally and in writing in a clear and concise manner.
2. Represent the City positively and effectively in meetings with others.
3. Establish and maintain effective working relationships with those contacted in the course of work.
5. Handle critical emergency situations in a professional, effective and efficient manner.

PHYSICAL DEMANDS OF POSITION:
1. While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and manipulate objects, tools or controls. The position requires mobility.
2. Duties involve moving materials, typically weighing up to 10 pounds, on a regular basis and infrequently moving materials weighing up to 30 pounds.
3. Manual dexterity and coordination are required less 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work environment is typical of most office environments. Evening meetings and some travel are required.

SUPERVISORY RESPONSIBILITIES: Responsible for 5 FTE’s and 2 on-call employees, seldom over 8 FTE’s.

SUPERVISION RECEIVED: Works under the direction of the City Manager.

Approved by City Manager: October 2010