

**TOWN OF WAYLAND  
POSITION DESCRIPTION**

**Title:** Department Assistant - Council on Aging

**Department:** Council on Aging

**Appointing Authority:** Town Manager

**Affiliation:** AFSCME

**Grade:** G-1

**Personnel Board Approved:** 3/27/01

**Personnel Board Revised:** 7/28/22

**Summary of Duties**

Responsible for coordinating all office duties for the Council on Aging (COA) including complex administrative support, clerical, accounts payable and record retention of varied nature. Serves as a receptionist to all visitors and callers.

**Supervision Received**

Works under the direction of the Council on Aging Director. Works independently, interpreting and applying departmental rules, regulations, and policies. Independently structures time to meet deadlines. Refers more difficult questions to supervisor.

### **Supervision Exercised**

None for Town employees. May on occasion provide direction to volunteer staff.

### **Job Environment**

Work is performed under typical office conditions with a high amount of interruptions from the general public and staff members. The work environment is moderately noisy and often includes working in an area where a senior program is being conducted.

Operates computers, copier, telephone and other office equipment.

Communication is by means of telephone, email, personal discussion and written correspondence, requires excellent customer service skills

### **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.*

Serves as a receptionist to all visitors/participants at the Senior Center; manages incoming calls and requests for services, assures response to all inquiries, takes program and trip registrations, makes appointments and refers individual needs to appropriate staff members; assists with daily operation of the Senior Center including, but not limited to, preparation of facility for meetings, providing refreshments and other daily tasks to prepare the facility for programs and events and to maintain the hospitality of the Senior Center.

Acts as liaison with the public. Refers public to appropriate staff members. [Assists seniors](#) with the completion of forms and applications containing confidential information of a personal and/or financial nature.

Is responsible for all aspects of program registration. Takes in and processes registration forms, collects fees, and processes credits and refunds. Maintains communication with instructors and ensures good public relations are established and continued.

Performs secretarial and clerical functions of the department; independently prepares, composes and sends office correspondence, prepares reports, etc.

Maintains all department records and files. Tracks and verifies all financial records; uses MUNIS software to process vendor invoices, purchase orders, etc. Prepares fiscal reports for the COA Director and the Council on Aging Board as needed.

Schedules appointment based programs such as SHINE and AARP tax appointments. Works with program staff to schedule and monitor these programs.

Is responsible for maintaining and updating the COA software programs, used for registration, client database, department record keeping, state reporting, and demographic tracking.

Orders all departmental supplies.

Performs other related duties as necessary.

### **Recommended Minimum Qualifications**

#### **Education:**

High School diploma; college Degree in a related field of endeavor preferred.

#### **Experience:**

Over three years of office experience; experience in dealing with the public and in interacting with a senior population highly preferred; experience in the social service field highly desirable.

#### **Substitutions:**

Additional years of relevant education may be substituted for the experience requirement on a year for year basis.

**Licenses/Certificates:**

None

**Knowledge, Abilities and Skills:**

Knowledge of standard office practices, procedures and equipment.

Knowledge of standard account maintenance in support of the department; ability to prepare reports and correspondence.

Knowledge and ability to employ records management practices.

User knowledge of Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment.

Ability to maintain accurate and detailed records.

Ability to multi task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to coordinate board, office and staff functions.

Ability to interact tactfully and effectively with Town employees, supervisors, officials and the general public.

Good communication skills; ability to communicate effectively both verbally and in writing.

Ability to read and interpret pertinent Town Code and federal and state laws, rules and regulations relating to departmental operations.

Ability to maintain confidentiality of information.

Excellent customer service skills.

**Physical Requirements**

Minimal physical effort required in performing duties under typical office conditions, moderate to extensive physical effort required to set-up and breakdown awkward tables and chairs to set-up for program activities. Ability to operate a keyboard and calculator at an efficient speed. Vision and hearing at or correctable to normal ranges. Ability to sit,

Stand, walk and hear. May be required to carry, move or lift materials weighing up to 30 pounds.

*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.*