

ORANGE COMMUNITY EDUCATION & RECREATION

JOB DESCRIPTION

Senior Program Assistant

Job Title: Senior Program Assistant

Reports To: Senior Adult Coordinator

SUMMARY

The Orange Community Education & Recreation Department has an immediate opening for the position of part-time Senior Program Assistant. Along with outstanding organizational and technology skills, candidates are expected to bring a strong customer service focus that creates a positive atmosphere while meeting the needs of both district staff and community clients. Part-time position, approximately 20 hours per week. Hours include mornings and afternoons and may include some weekends.

BACKGROUND

The Orange Community Education & Recreation Department provides a wide range of educational, lifelong learning and recreation programs and services to all residents in the five communities that make up the greater Orange district in northeast Ohio. The Department was established in 1973 and has been recognized as one of Ohio's most comprehensive lifelong learning programs.

QUALIFICATIONS

- The position requires a detailed-oriented individual with a strong customer service commitment including enthusiasm, initiative and professionalism; minimum two to three years successful experience in assisting with planning, educational programs, and social services. Bachelor's degree preferred. Proficiency with Microsoft Office software applications is required. Current CPR/First Aid Certification desired. Must have Driver's License.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide daily operations and program support for the Orange Community Education & Recreation Senior Department
- Work with staff and supervisors in assisting with a variety of activities and programs
- Provide front desk coverage including clerical & operations support, processing registrations, and assisting clients
- Interact with program participants on a daily basis
- Preparation and reporting of paperwork and files for program related activities, grants, etc.
- Assist with recruitment of instructors, speakers, and facilitators for classes and programs

- Assist with recruiting and training volunteers
- Assist Coordinator with the development of new programs and initiatives
- Utilize computer skills to manage and develop communications, electronic marketing, operations, procedures etc. including “The Scoop” newsletter
- Provide excellent customer service to families with phone, email, and in person communication
- Create marketing materials such as flyers, newsletters, mailings, email communications etc.
- Serve as point of communication between evening program and custodial staff to address facility needs
- Work as a committed team member with all staff in promoting and exemplifying the mission, principles, goals and philosophies of the department and schools to the community and public at large
- Work all scheduled registration fairs, Jubilee or other community event weekend as well as special events or programs as required
- Perform other duties or responsibilities as may be assigned by department administrators

KNOWLEDGE & SKILL COMPETENCIES

- Excellent organizational and operations skills, including: communications, marketing, and public relations
- Must be detail-oriented and possess follow-up skills
- Demonstrate a solid commitment to serving children and families in a public service arena
- Knowledge of billing operations, billing systems, collections, deposits, invoices, purchase orders, tracking, etc.
- Must possess strong customer service commitment including enthusiasm, initiative and professionalism
- Learn and be able to implement all emergency procedures and enforce all building and departmental safety procedures
- Knowledge and application of effective public relations and marketing to provide outstanding customer service and promote positive image of Orange Community Education and Recreation
- Ability to effectively communicate in writing, verbally, electronically and in person to a variety of stakeholders
- Ability to prioritize diverse and changing duties and responsibilities
- Knowledge and application of technology including high level of computer skills

Other/General

- Meet all management and supervisory deadlines and requests of the department in a professional and timely manner
- Work as a committed team member with all staff in promoting and exemplifying the mission, goals, principles and philosophies of the department and schools to the community and public at large
- Pursue professional development opportunities designed to enhance knowledge and expertise in support of all programs and the department
- Demonstrated ability to work effectively with a team of community education and recreation professionals in a school setting. Must possess a community public service orientation and ability to provide outstanding programs and services to participants and their families in line with department and district goals and mission
- Ability to appropriately and successfully represent the overall department and program within the greater community and school district
- Meet other general qualifications of Orange Community Education and Recreation and the Orange City School District
- Other duties and responsibilities as assigned by Director