



CITY OF MELROSE Human Resources

Revised Date: 5-9-2022

Please send cover letter and resume to Stacey Minchello by May 23, 2022 at sminchello@cityofmelrose.org.

City of Melrose is an Equal Opportunity Employer. Diverse candidates are encouraged to apply.

One of Mayor Brodeur's priorities is advancing diversity, equity, and inclusion in Melrose by cultivating a workforce where diverse perspectives are valued and where every employee can bring their best and most authentic selves to work. Here in Melrose, we are driven by the value of excellence and believe that everyone deserves the best service and access to resources, regardless of their race, gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status, or personal experience. We embrace employees & candidates from these underrepresented groups to help make this vision a reality.

No Residency Requirement

Title: Milano Center Program Coordinator
Department: Council on Aging
Supervisor: Milano Center Manager
Supervises: Volunteers, Interns, Summer Help, PTWP workers
Status: Non-union 12-16 hours/week, \$18/hour
Work Environment: Office/Center/Off-Site
Schedule: Monday, Tuesday, Wednesday, Friday (flex) 8 am – 12pm
evenings and weekends as scheduled

Summary: Under the direction of the Milano Center Manager, the Milano Center Program Coordinator will host scheduled social, educational, recreational and wellness programs for the Milano Center.

Essential Duties & Responsibilities:

- Assists with the execution of all activities, programs, workshops, and classes hosted in the Milano Center and at designated satellite places.
- Assist with the daily flow of operations of the Milano Center lobby including responding to phone in requests/reservations and directing participants to the programs.
- Assists with the scheduling, training, supervision of senior center assistants, volunteers and other assigned workers.
- Communicates information relative to all newsletter offerings, center schedules, and city events.
- Distributes resource information and places referrals to the COA Social Services Coordinator
- Responds and documents incidents, gathering accurate specific information.
- Inputs data into the MYSENIORCENTER database- profiles, groups, documentation, reservations, consumer information, and attendance.
- Reports participant personal safety issues.
- Reports sanitation, safety, and repair issues.
- Receives deliveries and donations.
- Collects instructor payments, consumer donations, program revenues, and prepares the deposit using accounting systems.
- Handles payments received, safekeeping, and prepares deposits.

- Assists with monthly statistical reports-balance sheets, participation rates, and event evaluations.
- Assists with the seasonal decorating throughout the center and outdoors.
- Assists with community events and trips as needed.
- Responds sensitively and constructively to citizen inquiries displaying excellent customer service with tact, courtesy, cultural sensitivity and discretion in all dealings with customers.
- Contributes to creating a collaborative work culture that appreciates diverse perspectives and approaches matters with flexibility and cultural relevance.

Qualifications

- High School Diploma
- Experience working with older adults, volunteers, and community organizations
- Successful completion of a CORI check.
- Valid and current MA Driver's License (Class D) and a driving record that proves responsible and lawful driving habits.
- Excellent interpersonal skills and customer service orientation, demonstrated experience providing customer service to co-workers and residents, and the public using tact, proper judgment, courtesy, respect and discretion.
- Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach.
- The position requires adaptability, diverse perspective and the ability to collaborate and appreciate other's viewpoints.
- High level of integrity maintaining confidentiality.
- Intermediate skills in Microsoft Office Suite, MSC software, and operating media equipment.
- CPR and AED certified (or within six months).
- Ability to de-escalate and re-cue consumers respectfully while practicing good boundaries.
- Ability to work independently and in a team setting.
- Ability to collaborate across many diverse connections with a wide perspective and understanding.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is frequently required to walk, lift, sit, kneel, talk and/or hear while serving employees. The employee is frequently required to use hands to finger, handle, operate objects, and reach with hands and arms. The employee will regularly use computer keyboards requiring hand-eye coordination and finger dexterity.

The employee must occasionally lift up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.