

# Surrey Services for Seniors

## **POSITION DESCRIPTION**

**TITLE:** Program Assistant, Devon & Bryn Mawr Locations

**HOURS:** Part-time 2= 0-24 hours/week; Full time = 40 hours/week

Assist in implementing, facilitating, and evaluating the programs, activities, and services at Surrey's community centers in Devon & Bryn Mawr that result in a supportive, stimulating environment to enhance the quality of life of older adults living in the community.

***Candidates who are interested in a full-time position** will be setting up and executing programs in our Devon Center on Mondays and Fridays. They will be setting up and executing programs in our Bryn Mawr Center on Tuesdays, Wednesdays, Thursdays until our Bryn Mawr Center moves to 5 days/week in the Fall of 2024.*

***Candidates who are interested in a part-time position** will be setting up and executing programs in our new Bryn Mawr Center on Tuesdays, Wednesdays, and Thursdays.*

## **PRINCIPLE DUTIES AND RESPONSIBILITIES**

- Maintain an atmosphere of professionalism and courtesy to all senior center members, staff, and customers.
- Know and follow all center policies and procedures related to daily operation of center using good judgment and problem-solving skills.
- Assist with all levels of program execution including program registration, fee collection, attendance record keeping, room set-up, decorations for special events, and other duties necessary for programs success.
- Lead programs and activities as appropriate.
- Provide tours and center orientation for interested prospective members, community residents and professionals.
- Assist with special event planning and registration.

- Manage room bookings and scheduling of programs with oversight of Supervisor(s) ensuring a smooth transition between programs sharing a space.
- Manage Silver Sneakers and Silver & Fit enrollment status for inquiring members and assist with reporting same.
- Demonstrate proficiency in Copilot within eight weeks of hire.
- Assist Center receptionist with answering of phones and other administration duties as needed.
- Respond appropriately to member issues and concerns in a professional manner.
- Complete registration and information cards for all new members accurately and in a timely manner.
  - ✓ assist with publicity and promotion of programs in the Centers
  - ✓ update monthly programs on Surrey handout
  - ✓ highlight new programs and costs of current programs
  - ✓ create flyers and table toppers for program publicity
- Participate in quality improvements and outcome measurement efforts.
- Be a Surrey Ambassador out in the community.

### **QUALIFICATIONS, SKILLS & ABILITIES**

- Considerable knowledge and experience in:  
Excellent customer service skills, with emphasis on listening to concerns, responding with kindness.
- Strong communication skills (both oral and written).
- Excellent organizing skills and attention to detail.
- Strong work ethic and positive attitude, creative and cheerful demeanor.
- Ability to multi-task, problem solve, work independently, and make appropriate decisions in a timely manner.
- Strong Knowledge of Microsoft Office Suite including Word, Excel, and Outlook.
- Ability to create, update, and maintain various types of information in Excel and other databases and software.
- Above average typing and data entry skills.

- Knowledge of Copilot or other similar CRM systems.
- Proficient in using Zoom.
- Able to set up, connect, and troubleshoot participant Zoom issues.
- Reliable and punctual.

## **REQUIREMENTS & CONDITIONS**

- Bachelor's degree or previous experience in relevant field.
- Above average communication (English) skills.  
Must be a licensed driver with reliable transportation
- Must have access to a working Smartphone  
Ability to lift and/or move 30 lbs.
- Able and willing to become certified in First Aid/CPR, Food Handler (ServSafe) Certificate, and other certifications as needed and required.

## **BENEFITS**

**All employees** can participate in the 401(k) program after 6 months of service.

**Full time employees are offered the following benefits/time off:**

Benefits:

- Medical
- Vision
- Dental
- Life insurance
- Long & short term disability insurance
- Accidental death & dismemberment insurance
- Pet insurance
- Identity theft coverage
- 401(k)
- 401(k) matching
- Referral program
- PTO
- Holidays
- Sick days

## **SCHEDULE**

- Day shift, Monday to Friday
- Job Types: Full-time, Part-time
- Expected hours: 24 – 40 per week
- Work Location: In person