



FiftyForward

JOB DESCRIPTION

Donelson Station Office/Volunteer Manager

Non-Exempt / PT / 28 hours per week (shared position)

7:30 am-1:30 pm Monday-Thursday, Friday 7:30 -11:30 am

Basic Function: The Office/Volunteer Manager assists in the overall operation of the center with emphasis on administrative/clerical duties. The Office/Volunteer Manager must demonstrate advocacy for senior adults and be staff and volunteer supportive. The two positions work in conjunction with each other with some overlap for direct, daily communication.

Core Agency Competencies:

Integrity and Trust - Our staff members act with integrity by keeping confidences, being accountable, taking responsibility and not misrepresenting our roles. We are committed to building trust in our relationships. Our corporate values guide us in all actions.

Passion for the Mission - Our staff is focused on and dedicated to meeting the expectations of internal and external customers. The FiftyForward brand and mission guide our work and decision making. We are committed to continuous improvement.

Teamwork - Each employee is a valuable member of the FiftyForward team and contributes to the overall success of the agency. We collaborate and communicate openly and honestly to solve problems, respect each other, learn from one another, grow in our respective roles and contribute to strong morale throughout the organization.

Technical Skills - Our staff is committed to possessing the skills needed to best perform in his/her position. As needs and resources change, staff will seek and engage in learning opportunities to improve their skills and strengths.

Core Job Specific Competencies:

Approachability: Is easy to approach and talk to; spends extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Dealing with Ambiguity: Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

Composure: Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times, can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Functional/Technical Skills: Has the functional and technical knowledge and skills to do the job at a high level of accomplishment

Informing: Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or organization; provides individuals information so that they can make accurate decisions; is timely with information.

Patience: Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.

Core Responsibilities:

1. As a shared job, both Office/Volunteer Managers must work closely with each other to divide/share and communicate these responsibilities.

2. Serves as first contact for most customers in person and on the phone, greeting visitors and members to the center and directing them to the appropriate person/place or by providing requested information to callers.
3. Positively presents the center to potential members, giving tours and extensive information about benefits and available activities. Enrolls new and renewing center members.
4. Stays informed of all Donelson Station programs as well as other FiftyForward programs/Centers to promote and share with members.
5. Manages office including but not limited to office equipment maintenance, office supplies, organization of office, mail distribution, bill payment process, current member directory, current class notebooks, key lockbox, and files according to the file retention policy. Notifies all staff of location of supplies and changes in procedures.
6. Maintains confidentiality of all member records, financial information, and personal information.
7. Works with Program Director and SCA Administrator to insure the master schedule of all rooms, classes, meetings, rentals and special events are updated and pertinent information is easily available to staff and volunteers.
8. Recruits, orients, trains, schedules and supervises volunteers. Insures volunteers document their hours for monthly tracking and reporting. Continually shows volunteer appreciation.
9. Maintains files and records for accounts receivable, accounts payable, and bank deposits. Serves as primary intake person of money for class fees, membership fees, donations, tickets sales, rentals, etc.
10. Assists Center Director in building maintenance as needed, staying informed of contracts and preferred service providers. Completes annual building inventory including equipment and furnishings.
11. Assists the Senior Center for the Arts and The Larry Keeton Theater in taking and entering ticket reservations, producing seating charts for productions and printing labels for mailings.
12. Performs other duties as assigned.
13. Serves as backup driver for center day trips as needed.

Core Work Requirements:

Education: High School diploma or GED equivalency.

Experience: Experience and training in office procedures and working with the public, prefer experience working with older adults and volunteers.

Special Skills: Demonstrated skills in organization, administrative skills and customer service. Knowledge of clerical procedures and systems such as word processing, filing and office equipment (fax, copier, credit card machine, etc.). Willing to actively listen, giving full attention to other people's needs; taking the time to understand the points being made and asking questions as appropriate without interruptions. Ability to work independently and as a team member. Ability to communicate effectively, both verbally and written. Ability to establish and maintain positive working relationships with staff, volunteers, and the public. Ability to work efficiently in all Microsoft Office programs; managing electronic data files and records, prefer experience in Microsoft Office 365.

Certifications and Licenses: Tennessee Driver's License; Prefer CPR certification or willingness to be trained.

Physical Requirements: This job is performed in a smoke free environment with possible high noise levels. The usual and customary methods of performing the job's functions require the following physical demands: sitting, walking, and standing, ability to lift up to 25 lbs., carrying, pushing and/or pulling, some stooping, kneeling and/or crouching, climbing stairs and significant fine finger dexterity.

Equipment Requirements: Must have proficiency using desk top computer, various databases, multi-user copier and scanner, multi-line telecommunications system, facsimile machine, audio-visual and sound equipment. Must be willing to drive a fourteen passenger group travel van and maintain a good driving record and maintain required automobile insurance.

Working Hours: Part time; 28 hours per week with the availability to work flexible hours when needed (some mornings, evenings and possible weekends).

Supervisor: Donelson Station Center Director

Revised date: April 2015

To apply: please send cover letter, resume, and three references to careers@fiftyforward.org.