



FiftyForward
Office and Volunteer Manager (Donelson Station); full-time

BASIC FUNCTION: The Office and Volunteer Manager assists in the overall operation of Donelson Station with emphasis on administrative and clerical duties.

SALARY: \$12.00 an hour

WORK HOURS: Monday - Friday; 8:00 am - 4:30 pm; 40 hours per week

CORE RESPONSIBILITIES:

- Serves as the first point of contact for most customers in person and on the phone, greeting visitors and members to the center and directing them to the appropriate person or place or by providing requested information to callers.
- Positively presents the center to potential members, giving tours and extensive information about benefits and available activities. Enrolls new and renewing center members using MySeniorCenter.
- Stays informed of all Donelson Station programs as well as other FiftyForward programs and centers to promote and share with members.
- Maintains confidentiality of all member records, financial information, and personal information.
- 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 lock box, and files according to the file retention policy. Notifies all staff of location of supplies and changes in procedures.
- Works with Program Director and Senior Center for the Arts (SCA) Administrator to ensure the master schedule of all rooms, classes, meetings, rentals and special events are up dated and pertinent information is easily available to staff and volunteers.
- Recruits, orients, trains, schedules and supervises volunteers. Ensures volunteers document their hours for monthly tracking and reporting. continually shows volunteer appreciation and plans annual appreciation event(s).
- Manages Donelson Station member data entry in MySeniorCenter enduring data is entered correctly and reflects current active members. Produces statistical reports as needed.
- Maintains files and records for accounts receivable, accounts payable, and bank deposits. Serves as primary intake person of money for class fees, donations, ticket sales, rentals, etc.

- Assists Center Director and Building Superintendent in building maintenance as needed, staying informed of contracts and preferred service providers, and ordering supplies when needed.

CORE WORK REQUIREMENTS:

- *Education:* High School diploma or GED equivalency.
- *Experience:* Experience and training in office procedures and working with the public. Experience working with older adults and volunteers preferred.
- *Special Skills:* Demonstrated organizational skills, 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 365.
- *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, 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 desktop computer, various databases, multi-user copier 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 the required automobile insurance. CPR certification or willingness to be trained. Notary Public or willingness to become Notary Public.

Contact Information and Procedure:

Submit a resume and cover letter indicating the title and location of the position in which you are interested to careers@fiftyforward.org

RESUMES SUBMITTED IN ANY OTHER MANNER MAY NOT BE ACCEPTED.

DEADLINE TO APPLY is close of business Wednesday, August 23rd.

Nashville, TN 38203

Email: careers@fiftyforward.org

Website: <https://fiftyforward.org/>

Phone: (615) 743-3400