TALLAHASSEE SENIOR CENTER
TALLAHASSEE SENIOR CITIZENS FOUNDATION

POSITION TITLE: Participant Services Assistant
GOAL: Provide exceptional customer service to participants and guests
CLASSIFICATION FACTOR(S):

- Non-exempt
- Supervised by Assistant Supervisor, Participant Services & Programs
- 20 hours per week / hourly wage

SKILLS AND OTHER REQUIREMENTS NECESSARY FOR POSITION:

- Bachelor's degree in social work, gerontology, recreation, or related field preferred. Relevant training and/or experience may substitute
- Experience working in customer service and/or with active senior adults
- Comfortable with public speaking and networking with other professionals
- Strong verbal and written communication skills
- Strong organizational skills
- Excellent computer skills in Microsoft Office, especially Word, Excel, and database management.
- Ability to multi-task and work in a high people-traffic environment
- Ability to work as a team member with co-workers, supervisors, volunteers, and the general public
- Transportation required
- Flexible schedule with primary work is in person, on site
- Work occasional evenings and off-site as needed

EXAMPLES OF WORK PERFORMED:

This position assists Participants and the Participant Services Coordinator with all aspects of Participant registration, orientation, information, follow up, as well as assisting in other various programs and events offered by the Tallahassee Senior Center and Foundation. Duties include, but are not limited to, the following:

- Assist Participants with Participant Registration process, including:
  - Helping them use MySeniorCenter (MSC)
  - Entering PRFs accurately in MySeniorCenter, and gathering follow up information
- Assist with supervision and coverage of Main Entrance, Volunteer Receptionists and Greeters
  - Assist with Receptionists and Greeters Training
  - Assist with updates of Receptionists and Greeters Guide
  - Maintain adequate, up to date information for Receptionists
  - Provide oversight of tours and conduct tours as needed
  - Fill in when Receptionist is not available
- Provide Participant Support and Assistance
  - To guests who need help accessing or using a computer or registering for classes
  - Follow up with participants, including sending get well, sympathy, and other cards as appropriate
  - Inform staff about participants as appropriate
- Assist with Newcomers Coffee Chats
- Assist with Administrative Tasks as needed
- Assist with maintaining Scan Machines
- Assist with special events and projects as needed
- Attend events on behalf of the Senior Center
- Provide presentations about the Senior Center