



Job Description

TITLE: Senior Services Coordinator	JOB CODE: 2490
DEPARTMENT: Parks & Facilities (Blanco & Lower Valley Senior Centers)	FLSA: Non-Exempt FLSA CLASS: Supervisor
PREPARED: May 2020	WORK LOCATION: Blanco, NM
UPDATED: March 29, 2022	Fruitland, NM
REMOTE WORK ELIGIBLE: NO	

Summary: Under general supervision of the Parks & Facilities Director, the Senior Services Coordinator oversees the daily operation of the Blanco and Lower Valley Senior Centers by ensuring staff provide a friendly and courteous environment to keep customers coming back; be knowledgeable of food standards and regulations for food handling, storage, preparation, and consumption; knowledgeable of health and sanitary conditions for the grill; knowledgeable of inventory and ordering; home delivery of meals; safe transport of seniors. This working supervisor manages and works all areas; good organizational and problem-solving skills to handle employee issues/concerns and upset customers; good communication skills to effectively give instructions to staff and positively resolve customer complaints. The Senior Services Coordinator will collect, log, and balance donations received to ensure a compliant cash handling procedure.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Supervise assigned staff; prioritize and assign tasks and projects; train and evaluate staff; coach and instruct employees as required; develop staff skills and conduct performance evaluations.
- Plan and prepare annual budgets and proposals.
- Conduct assessments, prepares, and submits menus; submit food orders.
- Oversee meal preparations on portion sizes and ensure compliance with health department regulations.
- Maintain perpetual inventory; order, schedule and receive food deliveries checking delivery content to verify product quality and quantity; order paper goods and cleaning products.
- Review and verify orders and invoices to ensure expenditures are authorized and budgeted.
- Prepare and submit timely reports; maintain accurate and current records.
- Plan, direct, and organize activities, programs, and services for the senior centers, which include:
 - ❖ Nutritional Services
 - ❖ Educational Programs
 - ❖ Transportation and Escort Services
 - ❖ Information and Assistance Services
 - ❖ Outreach Services
 - ❖ Community Help Services
 - ❖ Recreational and Social Activities
- Enroll senior citizens to the center; provide orientation and information on services and programs offered; encourage active participation.
- Perform assessments of facilities, vehicles and equipment for maintenance, repair, and safety standards; maintain preventative maintenance records; submit work orders.
- Network with area community agencies on senior programs.
- Ensures compliance with Health Department regulations.
- Ensures compliance with Non-Metro Area Agency on Aging, NM Aging & Long Term Services Department, and the Older Americans Act rules and regulations.
- Investigates and resolves complaints regarding food quality, service, or accommodations to the Parks and Facilities Director.
- Safe operation of vehicle for meal delivery and transport of seniors to the Center for meals or events; maintain timely schedule and fuel efficiency.

Job Description

Senior Services Coordinator

- Operate vehicle in a skilled and safe manner at all times, including hazardous road and weather conditions; operate vehicle within prescribed guidelines and follows all laws and regulations.
- Prepare and balance daily cash log; ensure and comply with cash handling procedure, including transports and securing of cash.
- May be asked to perform other job-related duties.

Required Knowledge and Skills:

- Knowledge of County policies and procedures.
- Knowledge of supervisory principles, practices, and methods.
- Knowledge of federal and state laws and regulations related to senior services.
- Knowledge of program planning, development, budgeting, and evaluation of senior services.
- Knowledge of revenue collection methods and practices.
- Knowledge of proper food handling procedures; safety and sanitation regulations.
- Knowledge of current federal, state and local laws and regulations affecting the management of a food service facility.
- Knowledge and skills in organizing and effectively prioritizing tasks and projects to meet established deadlines.
- Knowledge of gasoline powered vehicles and equipment.
- Knowledge of the operation and maintenance of various medium and heavy motorized equipment and vehicles.
- Knowledge and able to perform basic first aid and CPR.
- Must possess a basic knowledge of accounting and mathematics.
- Skill in managing food and supply inventory systems.
- Skill in effectively supervising, training, coaching, evaluating, and delegating staff.
- Skill in establishing and maintaining effective working relationships with co-workers and the general public.
- Skill in the use of basic mathematics.
- Skill in communicating effectively, both orally and in writing with presentations and in various group settings.
- Skill in problem solving and conflict resolution.
- Proficient in use of personal computer and standard business software.

Education and Experience

- High School diploma or GED equivalent; Associates Degree preferred and a minimum of two (2) years of experience in the food services industry; or equivalent combination of education and experience sufficient to perform the duties of the position.
- Two (2) years of experience supervising other employees.
- Must be 21 years old.
- Must have valid State of New Mexico Food Manager's Certification or able to obtain within sixty (60) days of employment.
- Valid New Mexico Driver's License or able to obtain within six (6) months of employment.
- Good driving history, preferred.
- Must be CPR certified with first aid training.
- Relevant cash handling experience preferred.

Job Description

Senior Services Coordinator

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry, and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling, and lifting such as retrieving files, records, and reports.
- Frequently required to walk, stand, sit and talk or hear.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized & conventional office equipment, and motor vehicles.

Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____