



Job Description

TITLE: Senior Services Manager	JOB CODE: 2495
DEPARTMENT: Parks & Facilities <i>(Blanco & Lower Valley Senior Centers)</i>	FLSA: Exempt
PREPARED: May 2020	FLSA CLASS: Supervisory
UPDATED: June 28, 2022	LOCATION: Blanco, NM Fruitland, NM

REMOTE WORK ELIGIBLE:

Summary: Under general supervision of the Parks & Facilities Direct, the Senior Services Manager will manage and coordinate senior center activities within the community, including supervising senior center programs, staff, and facilities; coordinates activities with other senior centers, outside agencies, and the general public; designs, implements and evaluates program goals and objectives. Responsible for supervising operations, activities, and staff to ensure provision of home delivered and congregates meals and transportation for seniors in the community. The Senior Services Manager shall have good organization, problem-solving, communication, and ability to resolve customer complaints in a positive manner.

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.
- 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.

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- 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

- Associates Degree in human services, social work, or related field, and five (5) years of demonstrated work experience in the community and/or senior center operations management experience; 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.

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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:** _____