



**POSITION TITLE:** Community/Senior Center Manager  
**DEPARTMENT:** Parks & Recreation  
**FLSA STATUS:** Exempt  
**SALARY GRADE:** I  
**REPRESENTATION:** None

**GENERAL POSITION SUMMARY:**

The Community/Senior Services Manager supervises the full operations of the City's Community /Senior Center. The manager coordinates community center and senior programs and activities within the Parks and Recreation Department, including supervising senior center staff, volunteers and facilities; coordinates assigned activities with other divisions, outside agencies, and the general public. In addition, the Manager designs, implements and evaluates program goals and objectives. This position oversees the completion of records and reports, is responsible for large numbers of program participants and solves complex programmatic concerns, as well as data management and quality assurance of several county, state and federal grants.

**ESSENTIAL JOB FUNCTIONS:**

- Plan, organize and coordinate community-based programming for an aging citizen population, and works closely with the Recreation Manager to offer center focused programs and services for all ages.
- Prepare, analyze, and maintain statistical data to measure new or ongoing programs effectiveness. This includes but is not limited to; assist with research and development of new services, fee structures, and data related to new services as required to meet the communities and department's needs.
- Maintain records and file various reports; prepare statistical reports as required.
- Coordinate the organization, staffing, and operational activities for the senior center programs.
- Participate in the development, implementation and management of goals, objectives, policies and priorities.
- Compile monthly statistics and narrative for City Council, as well the Parks Board.
- Identify and implement opportunities for improving service delivery methods and procedures and annually review with appropriate management staff.
- Direct, coordinate, and review the work plan for assigned senior center services and activities; assign work activities and projects; monitor workflow; review and evaluate work products, methods, and procedures; and meet with staff to identify and resolve problems.
- Participate in the development, forecasting, and administration of assigned program budget.
- Investigate and research several types of funding opportunities to meet the growing and changing demands of senior service programs.

- Assist with the grant management; prepare and process application forms and ancillary documents; prepare appropriate reports as to the use of the grant award as necessary.
- Develop, direct and coordinate fundraising activities to sustain, support and build community/senior center services and activities.
- Develop, coordinate and supervise volunteers to assist with programming and activities.
- Attend quarterly meetings and provide updates on programming and activities to the other agencies.
- Monitor program compliance with laws, rules, regulations and City policies and procedures related to providing senior services programs.
- Develops and coordinates marketing materials that promote departments services.
- Collaborates with the Recreation Manager to analyze and implement the most effective use of the community center space that optimizes revenue opportunities and meets cost recovery metrics.
- Develops and oversees the implementation of long-range goals and strategies that address the needs of the Sandy Community.
- Attends public meetings as necessary and prepares and presents reports to advisory boards, Council, school district, neighborhood associations, and regional agencies.
- Attends to and determines the best approach to respond to community concerns and inquiries, resolves conflicts consistent with established policies.
- Ensures compliance with all local, state and federal regulations and laws governing activities.
- Assist in management of the Department in the Director's absence. Provide backup for any of the center's job duties, including meal service and delivery, driving vans, answering telephones, cleaning bathrooms, maintain landscape, scheduling meeting rooms, etc.
- Maintain and publish a schedule of all activities/programming including but not limited to brochures, senior newsletter, calendars, letters, posters, news releases, fliers and related communications.
- Act as an advocate for entire department services which include senior citizens by providing information, referrals, resources and assistance on benefits and services available to them in the community.
- Coordinates general maintenance of the community / senior center and related facilities.
- Coordinates programs, events and senior center activities with other departments, outside agencies and organizations.
- Recruits, hires, and trains staff and is responsible for evaluating staff and staff retention.
- Establish and maintain positive working relations with coworkers, citizens, and the general public.
- Perform other duties as required.

**JOB SPECIFICATIONS:**

**Mandatory Requirements:**

Bachelor's degree from an accredited college or university with major coursework in sociology, psychology, recreation, geriatrics or a related field, or an equivalent combination of education and experience is required. A minimum of five years of increasingly responsible experience coordinating social service programs including supervisory or management experience.

**Preferred Requirements:**

- Master's in public administration.
- Bilingual.

**Necessary Knowledge, Skills and Abilities:**

- Strong organizational and personnel management experience.
- Superior quality customer service to ensure each customer is treated with dignity, respect and patience.
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems.
- Intermediate proficiency with computer programs, including word processing, spreadsheets and databases.
- Strong experience with budget management.
- Strong attention to detail, follow through and good time management skills are essential.
- Strong commitment to public service.
- Ability to understand and follow written and oral instructions.
- Ability to work as a team member with a diverse group of people.
- Ability to give clear and concise directions, both orally and in writing.
- Ability to work in a busy office setting and balance multiple tasks simultaneously.
- Experience working with older adults or people with disabilities.
- Experience and passion working for a service-oriented environment.
- Experience with working with Grant application and administration.
- Ability to be creative, innovative with entrepreneurial skills.

**Special Requirements/Licenses:**

- Possession of or required to obtain a valid driver's license within thirty (30) days of hire.
- Must have a safe driving record.
- Ability to maintain a driving record that meets or exceeds Ride Connection's driver standards.
- Must be able to pass the department's security clearance standards, including Reference check, Criminal History check and satisfactory driving record.
- Defensive Driving class upon hire and every 3 years thereafter.

- Cardiopulmonary resuscitation (CPR)/AED/First Aid certification within sixty (60) days of hire.

**SUPERVISION RECEIVED:**

Works under the direction of the Parks & Recreation Director

**SUPERVISORY RESPONSIBILITIES:**

This position will oversee approximately five to seven full time and part time employees that support the operation of the Community/Senior Center in varying positions. Position will oversee training, supervision, and guidance to volunteers.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Required to walk up and down stairs or to sit for long periods of time and must have the hearing and speaking ability to carry on conversations in one-on-one, small group settings and conduct formal presentations.
- Pushing, pulling, bending, crouching or stretching ability adequate to properly secure mobility devices on and off assigned vehicles.
- Able to reach with hands and arms, use hands to finger, handle, operate objects, tools, or controls and must have sufficient hand eye coordination to operate common business equipment.
- Eye Strain from working with computers and other office equipment.
- Ability to push and pull mobility devices as required.
- Must be physically able to assist passengers in and out of vehicle. Frequently performs lifting, pushing, and/or pulling which does not exceed 50 pounds. Work is primarily sedentary, but may involve some physical exertion, such as kneeling, crouching or lifting.
- Occasionally required to push up to 100 pounds when assisting patrons on and off vehicle.

**TOOLS AND EQUIPMENT USED:**

- General office computer/equipment including, but not limited to, keyboard, computer software, 10-key calculator, document scanning, copier, fax machine, telephone system, and some AV equipment.
- 14-passenger cut-away van; 14-passenger Ford Econoline van; and smaller transit vehicles as required.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting in well-lighted, temperature-controlled office environment.
- The noise level in the work environment is usually quiet with frequent interruptions. Customer contact is high. These interactions may reach moderate noise levels.
- While performing the duties of this job, the employee may also work outdoors.
- Work is intermittently performed in the outdoor work environment, travel from site to site, exposure to noise, smoke, fumes, and gases.
- Availability to work occasional evenings, weekends, or other irregular hours, and, as necessary, to provide support and services to customers.

*This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.*

**Rochelle Anderholm-Parsch  
Parks & Recreation Director**

Adopted: 1/1/2022

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

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**Employee**

**Date**