



Grand Traverse County, MI Job Description

Program Aide – Senior Center Network

GENERAL SUMMARY

Primary function of the Program Aide is to provide essential on-site support to the Senior Center Network programs and activities, assisting Program Coordinators and other staff with program and event setup, participant engagement, and facility organization. Work involves hands-on tasks such as arranging tables and chairs, preparing program materials, assisting with participant check-ins, and ensuring smooth program operations.

This position requires strong interpersonal skills, flexibility, and the ability to work independently and as part of a team in a busy, fast-paced environment that serves older adults and the public. Employees in this classification have no formal supervisory responsibilities but play a key role in delivering excellent service and maintaining safe and welcoming environments during Senior Center programs and events.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Assists in the setup and takedown of equipment, tables, chairs, and other materials needed for daily programs, classes, and special events.
- Greets and checks in program participants, provides general information, and ensures sign-in sheets and attendance records are completed accurately.
- Provides general customer service to participants, volunteers, and visitors in a courteous and helpful manner.
- Supports Program Coordinators in organizing program materials, supplies, and refreshments for activities and events.
- Ensures program areas are clean, organized, and safely arranged before and after activities.
- Assists with decorating or preparing program spaces for events, parties, or classes as needed.
- Helps monitor activities to promote participant safety and enjoyment; promptly reports concerns or incidents to supervisory staff.
- Assists in maintaining inventory of program materials and supplies.
- Assists with light clerical or recordkeeping duties such as answering phones, filing, copying, or distributing program information.
- Performs other duties as assigned to support Senior Center Network programs and services.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School, or G.E.D.
- One to two years related experience
- College level course work in a related field may substitute for up to one year of experience

CERTIFICATIONS, LICENSES

- May require a valid driver's license and ability to travel between program sites.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work follows well-established procedures. Employees are provided daily instructions and tasks are completed within specified guidelines. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could impact others outside of the department.

Compared to the Office Specialist classification, duties are less complex and varied and requires less department specific knowledge and experience.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in network locations, community, and recreational environments.
- May be required to stand, walk, reach with hands and arms, bend, stoop, lift, carry, and move objects up to 50 pounds (such as tables, chairs, or event supplies).
- May be exposed to varying indoor and outdoor environments depending on program or event location.
- May be required to work occasional evenings or weekends based on program schedules.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Basic knowledge of English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Basic skill in use of personal computer software, including email, spreadsheets and word processing
- Interpersonal skills necessary to work courteously and effectively with other employees and the public
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Skill in providing courteous, prompt, and effective customer service
- Skill in providing a welcoming and inclusive environment for members and visitors
- Ability to follow written and verbal directions accurately
- Ability to work cooperatively and respectfully with older adults, staff, and volunteers
- Ability to organize materials and tasks efficiently and maintain a clean, safe program environment
- Ability to handle multiple priorities and adjust to changing program needs
- Ability to maintain confidentiality and professional boundaries
- Dependability, punctuality, and a positive, team-oriented attitude
- Ability to use County resources effectively and efficiently