

Program Specialist – Senior Center Network

GENERAL SUMMARY

The Senior Center Network Program Specialist coordinates and facilitates programs and activities for older adults at assigned outreach locations within Grand Traverse County. This position supports the planning and daily operations of community-based programs and events, working closely with other Senior Center Network staff to align programs and offerings at all locations.

The role requires a balance of administrative skills, hands-on event coordination, and strong interpersonal abilities to engage participants, volunteers, and community partners. Work is performed independently and requires flexibility, as schedules may occasionally include evenings and weekends.

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

- Responsible for coordinating and, when necessary, facilitating programs to promote wellness, fitness, and activities and special events for older adults including, but not limited to, travel, fitness/health, social, recreational, inter-generational, and educational.
- Provides recommendations and implementation of new programs to promote wellness, fitness and active aging.
- Keeps abreast of trends in programming, and with speakers. Exhibits creativity in conceiving innovative programs and services within budget constraints. Secures and interacts regularly with instructors and vendors to provide programs, classes, events, and services, following County approved procedures.
- Prepares newsletter information and works with staff on flyers to promote activities, events, and programs. Develops and disseminates appropriate communications for posting on media, including social media and the department's Facebook page. Develops promotional literature for senior programs as needed.
- Works closely with other departments and agencies in relationship to older adults. Maintains current professional relationships and builds new ones to promote and expand awareness of the department and County services.
- Recruits, supervises, trains volunteers.
- Coordinates the set-up and tear-down of equipment; purchases and organizes supplies; makes arrangements to prepare venues for activities and events.
- Participate in programs, meetings, events, workshops, and/or conferences, as appropriate to position.
- Other duties as assigned by the Senior Center Network Director to ensure quality services are provided to the seniors and the community.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

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

CERTIFICATIONS, LICENSES (minimum requirements)

- Requires a valid driver's license and personal vehicle insurance, maintaining eligibility per the County's Vehicle Policy

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 involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or logistical plans to fit specific circumstances where guidelines may not exist but are flexible and open to considerable interpretation. Independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in Senior Center 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 event location.
- May be required to work occasional evenings or weekends based on program schedules.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge of generally accepted accounting and bookkeeping principles
- Advanced knowledge related to the department or function, and general County operation and organization
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in use of personal computer software, including spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving complex problems to ensure compliance
- Ability to coordinate, develop, layout and implement clerical procedures and operations
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to explain complex policies and processes in layman's terms
- Ability to facilitate and coordinate meetings effectively and efficiently
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries