

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Office & Client Services Coordinator

Range Number: 17-A

Department: Community Center

FLSA Status: Non-Exempt
Represented

Date: March 2024 (clarified 4/10/24)

GENERAL STATEMENT

Coordinates functional service areas of Community Center activities by performing a variety of duties, which may include, but are not limited to:

Office Services - Performs a variety of routine and complex clerical, and administrative work in keeping official records, providing administrative support to the public, co-workers and other City staff as well as outside agencies. Processes Center facility rentals and serves as liaison with the Gladstone Community School as well as social service agencies and vendors providing educational opportunities and offering services to Center clientele. Interacts frequently with Finance on the collection.

Client Services - Client services including case management, home assessment and reassurances, information and referral program coordination, acts as liaison with county, state and federal agencies. Compiles statistical data and creates reports or spreadsheets on services utilized and clients served; submits mandatory reports to regulatory agencies.

Nutrition Program – Assists in the preparation and service of food delivered to clients at the Center, for home-bound meals (HBM) by the County-contracted food provider, and the Center’s Food Box Program. Gathers information from the Nutrition and Transportation Programs to enter statistical data and create reports or spreadsheets on clients served; submits mandatory reports to regulatory agencies in accordance with required deadlines.

Transportation Program – Assists with the transportation program administrative duties.

SUPERVISION RECEIVED

Works under the supervision of the City Administrator as a member of the Center team to promote successful multi-generational programs at the Center.

SUPERVISION EXERCISED

Volunteers, students and interns. Serves as main contact for on-call Site Monitor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Interacts with patrons, coworkers and other City staff, regulatory agencies, vendors and visitors in a professional manner while focusing on providing strong customer service.

Works as a member of the Community Center team to provide a positive welcoming atmosphere and provide encouragement to the public to use Center programs.

Performs in-home assessment of aging people and people with developmental disabilities to ensure safe living environments. Determines eligibility and recommends appropriate services to ensure continued independent living.

Counsels families with aging and/or developmental disability members and provides information on available services. Serves as liaison between Community Center programs and those offered by other agencies on matters of joint concern.

Documents all client contact - keeps organized and systematic records of observations and recommendations. Maintains an easily accessible file system (electronic and paper) for retrieval of Client Services documents, records and reports.

Attends training sessions as required by Clackamas County Department of Human Services to assure that the Center's reporting documents are in the current format; understand and meet the established submittal timelines.

Answers in-coming calls and routes callers or provides information as required; when necessary refers to appropriate persons.

Receives and processes daily cash receipts, delivers to Finance by 3:00 pm at a minimum of twice per week; performs all cash handling responsibilities in compliance with Finance Department protocols and security directives, examples include: cash box is to be kept in a secure location with controlled access, Center safe to remain locked at all times with the key secured separately.

Processes Facility Rental Agreements, collects deposits and fees, make site monitor arrangements; performs inspection after rental events. Schedules rooms and equipment for non-rental events. Perform set-up/take-down furniture and equipment as needed.

On a daily basis, retrieves or receives and distributes all types of incoming mail and processes interoffice and postal service(s) outgoing mail. Courtesy mailing/contact to outside vendors to occur at a minimum of twice per week.

Accurately inputs data into standard office, Center and/or City forms and reports; assures that electronic timesheets are submitted to Payroll in accordance with monthly pay period schedule. Processes invoices for payment and maintains records. Assists the Transportation & Nutritional Specialist with administrative duties.

Accurately makes moderately complex postings to accounts; compiles statistical data for regulatory agency reports and presents to Finance for review before submittal.

Receives a variety of service requests and assists with service scheduling. Procures department materials and supplies; maintains inventory.

Works as a member of the Center team on various community events providing exposure and promoting the Center.

Works as a member of the Center team in updating the Center's operational guidelines. Assists in the organization and planning of the Community Center's activities and events; contacts outside agencies as needed to facilitate delivery of services.

Provides back-up support to the Nutrition Program of the Center by preparing meals, and purchasing supplies. Receives reporting information from the Nutrition Program and Transportation Program and accurately input data into the monthly County reports and/or other regulatory agencies reports within the deadline submittal dates.

Operates a vehicle to run departmental errands, purchase supplies and, if necessary deliver home bound meals.

PERIPHERAL DUTIES

Position may require occasional attendance at meetings or activities outside of normal working hours which may include site monitoring.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS

Education and Experience:

Education beyond high school graduate or equivalent required. College degree preferred. Typical desired degree in Social Science, Gerontology, Psychology, Recreation or related field.

Two (2) years of professional administrative experience in a setting which specialized in providing programs for multi-generational participants and included working with volunteers. Commercial food service preparation experience required, geriatric nutrition experience preferred.

Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work will be considered in lieu of the required education.

Special Requirements:

Statistical reporting and cash handling experience.

Ability to report to work regularly and on-time, as well as to work flexible hours.

Must be able to pass the department's security clearance standards.

Must be able to pass Clackamas County ORCHARDS Background Check.

Valid driver's license, a clean driving record.

Ability to be insured by the City's Auto Liability program carrier.

Required within 30 days of hire:

CPR and Basic First Aid certification. Blood Borne Pathogens Training.
Oregon State Food Handler Card. SafeServ Certification-preferred (City expense).
Ride Connection trainings as required by Clackamas County.

Knowledge, Skills & Abilities:

- Working knowledge of principles and practices of a modern office, organization, planning, records management, accounting and general administration.
- Working knowledge of computers and electronic data processing.
- Working knowledge of food service planning methods.
- Considerable knowledge of Community Center procedures and methods.
- Computer skills at an intermediate level with Word, Excel, Publisher, and Outlook and other departmental specific programs, such as *My Senior Center*.
- Good analytical and problem-solving skills.
- Strong customer service and organizational skills.
- Skill in the operation of the listed tools and equipment.
- Ability to maintain confidentiality of all information regarding all users and volunteers of the Community Center.
- Ability to exercise good judgment and make independent decisions in-line with standard operating procedures.
- Ability to perform cash handling responsibilities accurately and securely.
- Ability to coordinate menus using nutritional guidelines.
- Ability to properly operate commercial kitchen equipment.
- Ability to remain calm and work to resolve stressful situations.
- Ability to be creative and innovative.
- Ability to present themselves professionally in both demeanor and dress.
- Ability to establish positive and cooperative working relationships with Center team members, other City staff, other organizations, outside service providers and the general public.
- Ability to safely operate vehicles assigned to the Center.

TOOLS AND EQUIPMENT USED

Personal computer including word processing; database; spreadsheet; email; department specific software programs and various social media applications; Internet; copy machine with scanning, faxing, and printing features; various communication devices, commercial kitchen appliances and equipment and vehicles assigned to the Center.

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 accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, appliances or controls; and to repetitively reach with up and over hands and arms; move about freely within a confined, very warm and sometimes crowded area. The employee is frequently required to walk and occasionally to drive.

The employee must frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. An employee in this classification will require the ability to remain calm in stressful situations; well-developed coping skills are required. The ability to safely operate a motor vehicle. Working schedule will require flexible scheduling.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet. An employee in this classification may encounter upset or disgruntled persons.

While performing the duties of this job, the employee frequently works in an environment that is a medium level traffic area and can change to be an environment where the individual can also be completely alone.

The employee occasionally has a work environment that is near moving mechanical parts; and, can potentially be subject to variations in temperature warm, from working in the kitchen area and cold from the desk location by the front door or wet while driving a vehicle assigned to the Center. The noise level in the work environment is usually moderate.

When providing backup to the Nutrition Program, the employee is required to dress in appropriate kitchen and serving attire, and shall use all appropriate safety gear and equipment.

This position 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.

Revision History: Created January 2017 as Program & Services Coordinator.

Revised: March 2018; July 2019; April 2022 duties incorporated into Office Assistant II;

Revised: March 2024 as Community Services Office & Client Services Coordinator.