



**Job Opening Announcement
October 2021**

Center – Based Program Assistant, Aster Senior Center at Mesa Red Mountain

This position is based in Mesa, Arizona

Aster Aging, Inc. empowers and supports older adults and their families to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of service, with core programs that include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Contracted Programs. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

As part of the Center-Based Services team, the Program Assistant provides general support for day-to-day activities of the Aster Senior Center at Mesa Red Mountain program and participants, in alignment with the organization's mission, vision and goals. Responsibilities include, but are not limited to: helping program participants, assisting with the lunch program and activities, supporting the work of volunteers, and program reporting / computer data inputting. The position requires significant teamwork and outstanding customer service skills.

Full-time (40 hours / week) position
Competitive salary and benefits package

Qualifications include direct experience working with older adults or volunteers and demonstrated sensitivity to their needs. Work history that demonstrates reliability, flexibility and excellent customer service. Effective oral communication and interpersonal skills. Ability to encourage teamwork and work cooperatively with others. Ability to work effectively in diverse communities. Multicultural competency. Bilingual Spanish – English helpful. Ability to prioritize and manage multiple tasks. Proficiency in using computer technology and office equipment. Requirements include: an Arizona driver's license, reliable vehicle to use in the performance of the job, and compliance with Aster Aging's background checks.

This position includes physical capability requirements. Please refer to job description for additional information.

Please refer to the Job Description for additional information and requirements

Interested applicants are encouraged to submit their resumes to:

Human Resources
Aster Aging, Inc.
45 West University Drive, Mesa, Arizona 85201
Phone: 480-964-9014, Fax: 480-898-7306, hr@asteraz.org
www.asteraz.org

Position is considered open until filled.

Equal Opportunity Employer.

Aster Aging, Inc.
Job Description: Center-Based Services Program Assistant

Overview: As part of the Center-Based Services team, the Program Assistant provides general support for day-to-day activities of Senior Center program and participants, in alignment with the organization's mission, vision and goals. Responsibilities include, but are not limited to: helping program participants, assisting with the lunch program and activities, supporting the work of volunteers, and program reporting / computer data inputting. The position requires significant teamwork and outstanding customer service skills.

Major Duties:

1. Welcome new participants and introduce them to the Center's services and activities and to others. Assist participants in completing annual registration forms and to sign-up for meals and activities.
2. Prepare and organize sign-up sheets, meal tickets, and related materials in advance for upcoming days. Collect and compile completed sheets, including meal cancellations. Provide meal counts to the Kitchen Manager in keeping with agency procedures.
3. Maintain accurate participant records and service reports in accordance with the procedures of the agency and funding entities, including regular inputting into program databases and spreadsheets.
4. Provide support to the Center Manager and Activity Coordinator in promoting, coordinating and conducting activities and the daily lunch service. As part of the team, assist in planning, preparations and implementation of activities, holiday parties, and special occasions.
5. Provide support to other functional areas within Center-Based Services, including but not limited to: front desk / reception, telephone system, assisting in counting fees and contributions received, handling daily mail, room set-up, cleaning up after lunch and activities, updating bulletin boards, and similar tasks.
6. Maintain an organizational climate that attracts, motivates, supports and retains high quality staff and volunteers who are committed to serving older adults. Train and support volunteers as assigned.
7. Ensure that agency policies, standards, and decisions are implemented and maintained in service provision.
8. Other duties as needed and appropriately assigned.

Qualifications:

- Direct experience working with older adults or volunteers and demonstrated sensitivity to their needs.
- Work history that demonstrates reliability, flexibility and excellent customer service.
- Effective oral communication and interpersonal skills. Ability to encourage teamwork and work cooperatively with others. Ability to work effectively with diverse communities. Multicultural competency. Bilingual Spanish-English helpful.
- Ability to prioritize and manage multiple tasks.
- Proficiency in using computer technology and office equipment.

Requirements:

- Able to stand, sit, for long periods of time.
- Ability to bend and twist.
- Ability to lift, carry, push and pull objects weighing up to 35 pounds unassisted.
- Ability to complete training to obtain Food Handler's Card, CPR and First Aid certification.
- Ability to obtain Level I Fingerprint Clearance Card and comply with Aster's background checks policies.
- Reliable transportation to work.

Responsible to: Center Manager

Status/Hours: Full-time, non-exempt. Primarily weekday office hours.

Primary Worksite: Aster Senior Center at Mesa Red Mountain or Aster Senior Center at Mesa Downtown.

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