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**JOB DESCRIPTION**

**Community Programs Assistant**

**(One Year Contract based on grant funding)**

**JOB SUMMARY:**

The Community Programs Assistant is responsible for assisting in the development and delivery of recreational programs for our 55+ residents.

**IMMEDIATE SUPERVISOR:**

Community Programs Coordinator

**KEY DUTIES & RESPONSIBILITIES:**

* Assist with the planning, development and execution of a variety of older adult programs.
* Perform assigned administrative/reception duties including computer and telephone work, answering general inquiries, enrolling clients as members, updating client information and processing program registrations and payments through facility software.
* Maximize public understanding and increase awareness of the benefits of recreation in the community.
* Provide support in identifying trends and evaluating current programs to ensure a high degree of innovation and quality in services.
* Assist in the execution of outreach, marketing and sales plans to maximize revenue and optimize customer satisfaction.
* Solicit sponsorship, advertising and donations for programs and events as required.
* Provide administrative support to programs and events: inventory, supplies, attendance sheets, set-up, and take-down, facilitate program evaluations.
* Assist with the development and delivery of promotional materials as necessary.
* Prepare reports as requested (attendance, financial, etc.) statistics and recommendations as required.
* Monitor trends, participation levels/demographics and customer requests to offer insight for program development.
* Assist with the recruitment, training and coaching of volunteers, providing ongoing support to ensure retention.

**ADDITIONAL RESPONSIBILITIES**

* Ensure an environment that provides excellent customer service in the community
* Maintain a safe, clean program area including proper usage and storage of equipment.
* Provide support to facility booking and other aspects of the Parks & Recreation Department as needed

**Qualifications:**

* Post-Secondary education in Recreation Studies, Gerontology or a related discipline.
* 2 – 3 years progressive experience in a relevant setting.
* Experience working with diverse community groups including seniors and special needs individuals.
* High Five Certification would be considered an asset.
* Superior customer service and dynamic facilitation skills. Ability to work collaboratively with volunteers and internal and external contacts.
* Computer proficiency in MS Office (Work, Excel, Outlook)
* Thorough knowledge of applicable provincial/federal legislation
* Demonstrated supervisory, performance management, leadership and team building skills
* Current standard level First Aid, CPR
* Class “G” driver’s license in good standing with access to a reliable vehicle.
* Current vulnerable person’s police reference check will be required upon hire.

**EFFORT AND WORKING CONDITIONS:**

* Part time contract – 24 hours per week
* Flexible working hours – may require occasional evenings and weekends
* Will involve local travel
* Involves mental and visual concentration
* Job requires high physical exertion – lifting, pushing, pulling up to 40lbs
* Working environment contains the usual risks or discomforts; no special safety precautions are required

**COMPENSATION**

The salary range for this position is on Pay Band #3 of the Township of Guelph/Eramosa 2018 Salary Grid.

**Approved by:**

**By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ On: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CAO**

*Updated: May 2018*