

**TOWN OF MONTAGUE
COUNCIL ON AGING
SENIOR CENTER ASSISTANT**

POSITION TITLE:	Administrative Assistant	DATE:	April 2026
DEPARTMENT:	Council on Aging	GRADE:	H
REPORTS TO:	COA Director	FLSA:	Non-Exempt

DEFINITION

Position is responsible for customer service for older adults, technology assistance for older adults, assisting older adults with on-line applications and searches, administrative and clerical support to the council on Aging director, and managing the Senior Center monthly calendar.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below 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.

- Provides administrative support to the COA Director which may include preparing Weekly Bills Templates, Department Payments to the Treasurer, and Foot Clinic appointment rosters.
- Schedules, records, and confirm appointments for Senior Center services and appointments including but not limited to Senior Farm Share, AARP Tax Help, Monthly Foot Clinic, and special food distribution programs.
- May screen incoming mail, calls, and visitors and direct to the appropriate local services or to the COA Director. Addresses matters that do not require personal attention or action of the COA Director.
- Provides technical support for Senior Center visitors which may include internet searches, instruction, and problem solving.
- Regularly posts and publicizes meetings, programs, and information of interest to older adults through available media (print, electronic, and other). Produces fliers for Senior Center programs using MS Publisher or other software. Posts fliers within the Senior Center and distributes externally as needed.
- Maintains and updates Senior Center calendar on Gill Montague Council on Aging website and in print for distribution
- Performs clerical duties for department; copies documents, maintains and updates files and records, prepares reports and mailings. Order office supplies, refreshments, and equipment for department as needed.
- Regularly posts and publicizes meetings, events, and information of concern to the public through available media channels (print, electronic, other)
- Performs other related job duties as required.

SUPERVISION RECEIVED

Under the general direction of the Council on Aging Director, employee plans and prioritizes the work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions

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accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with the supervisor.

JUDGMENT AND COMPLEXITY

The work is well defined or has detailed instructions and procedures. Judgement involves choosing the practice or procedure appropriate to the situation or referring to the Council on Aging Director or an outside agency.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with the public, other agencies connected to services for older adults, Senior Center volunteers, and Senior Center program participants. Excellent customer service will be employed to make all Senior Center users and contacts to feel welcome. The employee will be a good communicator and explainer and will be able to share information clearly and in a friendly and nonjudgemental fashion. Courtesy, tact, and diplomacy may be required to resolve complaints, interact with challenging personalities, and/or effectively navigate difficult circumstances.

CONFIDENTIALITY

Employee has access to some confidential and sensitive information in the performance of their duties.

EDUCATION AND EXPERIENCE

Associate Degree, or equivalent and 1-3 years of related experience; or any equivalent combination of education, training, certification, and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of principles, practices, and methods related to office procedures. Proficiency in using current office technology and software, including Microsoft Office Suite (or similar) as well as cloud and web-based applications. Ability to research resources and other materials online to accomplish office tasks as well as to assist Senior Center visitors and volunteers.

Abilities: Ability to multi-task. Ability to communicate effectively both orally and in writing. Ability to maintain good public relations and to maintain effective collaborative working relationships with Town departments, department heads, volunteers, officials, and the public, and to respond in a courteous and professional manner. Ability to meet deadlines. Ability to work independently. Ability to continuously adapt to and use new office technology and programs common to the industry.

Skills: Effective communication skills, problem-solving skills, and customer service skills.

WORK ENVIRONMENT

The workstation is in an open public space at the Senior Center which is used for programming and meetings during work hours. The work environment is often noisy and subject to distractions and interruptions.

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PHYSICAL, MOTOR, AND VISUAL SKILLS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical Skills

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds. May be required to break down and set up folding tables and chairs.

Motor Skills

Duties require motor skills for activities such as moving objects and using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes. Frequent computer use.