



TOWN OF BREWSTER, MA JOB DESCRIPTION

Title: Department Assistant	Classification: Union, OPEIU
Department: Council on Aging	Grade: OP1
Reports to: COA Director	FLSA Status: Non-Exempt
Effective Date: 3.14.22	

Summary

Position performs office, data entry, administrative, and public service work assisting with the operation of the office and serves as the first point of contact for the public; all other related work, as required.

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.

Answers the phone and assists the public; relays information in person, by phone, in writing and by electronic media; provides information about Department programs and procedures; assists applicants in completing forms and applications. Analyze and examine situations and next best course of action when dealing with customers.

Performs general office work including, but not limited to filing, drafting correspondence, and maintaining physical and electronic files, and records of the department, distributes mail, and acts as a go to for general office help.

Schedules appointments for COA in house services and manages reservations for programs.

Schedules transportation for clients to medical appointments, shopping and other appointments (bank, hair salon, etc.); handles equipment loans, and receiving donations.

Oversees the reservations/Scheduling of Town Beach Wheelchairs, coordinating with the Police Department

Oversees transportation with volunteers and COA Driver to assist clients to their appointments

Monitor and coordination of the Community Garden, including maintain waitlist, process accounts received, monitor bank statements, and schedule semi-annual meetings.

Assists in the coordination of the Senior Volunteer Real Estate Tax Abatement program, including application review and assignment of volunteers.

Monitors COA volunteers.

Issues Lifetime Shellfish License for Seniors over 70 and record and monitor the data base.

Maintains department databases, including but not limited to client database, volunteer database, and My Seniors

Town of Brewster, MA

Sr. Dept. Assistant – Council on Aging

Page | 1



TOWN OF BREWSTER, MA JOB DESCRIPTION

Performs other standard office work such as preparing correspondence, filing, processing mail, organizing, completing and updating records.

Performs other similar or related duties, as required or as situation dictates.

Supervision

Supervision Scope: Performs varied and responsible functions requiring a working knowledge of departmental operations and the exercise of judgment and initiative, particularly in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the general supervision of the Council on Aging Director, following department rules, regulations and policies; duties require the ability to plan and perform operations and independently complete assigned tasks, according to prescribed time schedules.

Supervision Given: None.

Recommended Minimum Qualifications

Education, Training and Experience

High school degree required; advanced training desired; minimum one year office or related experience required; municipal experience preferred; experience working with elders preferred; or an equivalent combination of education, training and experience.

Special Requirements:

CORI/SORI-certified

Valid driver's license

Knowledge: Considerable knowledge and sensitivity to the needs of elders and their families with respect to social, cultural and recreational needs.

Ability: Ability to interact in a positive and effective manner with elderly people of all ages and at all levels of society, exercise patience, compassion, creativity and flexibility. Ability to make sound, independent judgments in response to emergency situations. Ability to work both independently and as part of a team and to maintain sense of humor and flexibility working in a shared office environment.

Skills: Strong public relations, organizational, social interpersonal and communication skills. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative and uninformed persons. Use of personal computers and office software, including Microsoft Office and Publisher; ability to learn MySenior software.

Job Environment

- Work is performed in office conditions, with frequent interruptions to respond to requests for information or service; work is subject to fluctuations, and administrative deadlines. Operates computer, printer, telephone, copier, facsimile machine and all other standard office equipment.
- The employee has frequent contact with senior citizens, persons with disabilities, general public, town employees, vendors, and social service agencies.
- The employee has access to department confidential information.
- Errors could result in delay of service, and poor public relations.

Town of Brewster, MA

Sr. Dept. Assistant – Council on Aging



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Physical Requirements

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

While performing the duties of this job, the employee is frequently required to sit, communicate, or hear; Occasionally required to walk, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 15 pounds. Vision and hearing at or correctable to normal ranges to read documents and analyze data. This position requires the ability to operate a keyboard at efficient speed.

This job 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.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer