

Town of Pelham Senior Center

Job Title: Travel Assistant

Department: Senior Center

Weekly Hours: Part-time	Hourly:	Union:	Non-Union: X
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Position Overview:

This is a part-time position.

This position maintains the travel operations by receiving and distributing communications; maintaining all travel records and documents; communicating with various travel agencies/companies, attending trips as a chaperone and servicing customers.

Supervision Received:

Directly reports to the Senior Center Director

Principal Duties & Responsibilities:

- Forwards information by receiving and distributing communications; collecting and mailing correspondences; copying information; answering the telephone;
- Works with the Director to plan, organize and market all senior center travel
- Assists all members with registering for any trips or travel program
- Communicates with bus companies, travel companies and members regarding all aspects of upcoming travel.
- Creates flyers and written literature educating our members on upcoming travel.
- Chaperones trips as needed.
- Maintains travel office supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items;
- Serves customers by answering phones; answering questions; forwarding messages and keeping customers informed of activities and trips;
- Updates job knowledge by participating in educational opportunities;
- Other various tasks as assigned by Director as needed.

Qualifications & Skills:

- General office skills, scheduling telephone skills, typing documentation and meeting planning;
- Ability to communicate both verbal and written;
- Dependable with attention to detail;
- Administrative writing skills a plus.
- Have the ability to establish and maintain harmonious working relationships with staff and seniors;

Revision: August 21, 2015

- Will adhere to any rules and regulations set forth by the Board of Selectmen or Senior Center Director
- Knowledge of modern office equipment, including computers;
- Ability to keep accurate records and to effectively communicate verbally and in written form.

Minimum Qualifications & Skills Required:

- A high school diploma or equivalent;
- Must be 21 years of age;
- Prior experience working with seniors preferred;
- Required training in First-Aid/CPR/Emergency procedures;
- Knowledge of Microsoft Office software to include but not limited to Word, Excel, and PowerPoint
- Possesses a valid driver's license;
- Must be reliable and dependable;
- Must be courteous and punctual;
- Must be professional in appearance;
- Must be customer service oriented professional;
- Ability to establish and maintain effective working relationships with other Town officials, Town employees, State and Federal authorities, subordinates, contractors, and the general public;
- Or any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.

Physical Activity/Cognitive/Sensory Requirements:

- May be regularly required to exert physical effort, e.g., lifting and carrying heavy materials (over 20 lbs.).
- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and receiving information.
- Sight: Necessary for doing job effectively and correctly.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as agreed/negotiated to meet the ongoing needs of the department and/or Town of Pelham.