

**Position: Senior Employment Program – Welcome Desk Attendant
For Santa Clara Senior Citizens Center**

Position Summary:

This is the “first face” of the Santa Clara Senior Center seen by members and visitors: Creates a warm welcoming atmosphere by greeting people by name if known; conveys a sense of order and readiness with knowledge of daily schedule; makes visitors feel welcome.

The Senior Employment Program (SEP) is a state funded program that assists mature workers in preparing for and securing meaningful employment. SEP positions are part-time. SEP employees are placed in not-for-profit or governmental organizations, known as host agencies; the Hidalgo Medical Services Grant County Senior Center Program is one such agency.

Position Accountabilities:

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

1. Smile and greet members and visitors as they enter the building
2. Assist participants with signing in for congregate meals
3. Request whether participant will be dining at the center other days of the week
4. Offer and provide tours and information to interested visitors
5. Direct visitors to appropriate staff member or front desk for assistance
6. Provide resource information to senior participants, and connect with HMS family support services, medical, dental, or mental health services when needed
7. Keep greeters desk neat and organized
8. Respect the confidentiality of participants
9. Attend staff and training meetings as necessary
10. Adhere to all safety standards and regulations
11. Maintain Call Logs and direct message to the appropriate person
12. Other related duties as assigned

Minimum Qualifications:

- Language Requirement: English
- Ability to maintain effective working relationships with all employees.
- Ability to communicate clearly and concisely orally and in writing.
- Ability to communicate effectively with the elderly.
- Valid NM Driver’s License

To be eligible for the Senior Employment Program, an individual must:

- Be 55 years of age or over.
- Be a resident of Grant County.
- Meet the low-income eligibility criteria established by the Department of Health & Human Services, not to exceed 125% of the Federal Poverty level.
- Provide proof of income for all members of the household for the past twelve (12) months.
- Provide complete information as required in the employment application.

Required Skills

- Must have excellent customer service skills
- Ability to promote and build teamwork
- Friendly, outgoing, and knowledgeable about the senior center and daily schedule
- Punctual and reliable
- Ability to complete any trainings as required by HMS and the Area Agency on Aging

Preferred Skills

- High school diploma or equivalent
- Bilingual (Spanish & English speaking)

PHYSICAL DEMANDS

Standing	May require standing for periods of time and on an intermittent basis
Sitting	Requires sitting for long periods of time; Frequent use of computer and keyboard
Walking	Requires walking on an on intermittent basis; Occasional prolonged walking
Pushing/Pulling	Push carts with materials, etc. from time to time
Squatting/Kneeling	Kneels or squats to plug/unplug various equipment intermittently; Frequent reaching, stooping, bending, and crouching
Lifting	Lifts necessary supplies and equipment utilized for job function: Occasionally lifts, supplies/equipment up to 50 lbs.
Carrying	Carries materials, etc. from time to time
Vision	Ability to read correspondence, reports, books, periodicals, and computer screen etc.
Hearing	Ability to perceive speech at normal loudness levels and to be able to respond to alarms, answering phone, and overhead page
Psychological	Ability to respond appropriately to stressful work and multiple demands. Resolves conflicts effectively, prioritizes task, responds to emergencies and reacts calmly. Knowledge of relevant office equipment. Knowledge of common safety hazards and precautions to establish a safe work environment
Physiological	Work is primarily performed indoors in a controlled environment
Travel	Occasionally drives short and/or long distances

TO APPLY

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or

Dropped off or mailed:

301 W. College Street, Suite 18, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788 or 575-542-2326