

**Town of Lebanon
Job Description**

Transportation Clerk

GENERAL DEFINITION OF WORK:

Provides reception services to the Lebanon Senior Center (Center), providing friendly, courteous and helpful guidance to visitors. Provides support services to the Senior Center Director (Director) with various aspects of the activities and functions of the Center. Schedules transportation for senior rides.

SUPERVISION:

Works under the direct supervision of the Director and in coordination with other transportation staff.

JOB FUNCTIONS:

1. Greet and provide guidance to Center visitors;
2. Perform receptionist duties including, but not limited to, answering and placing telephone calls;
3. Place reminder calls to seniors that are scheduled for various Center services;
4. Perform clerical functions including copying, email, and filing;
5. Perform varied and occasional specific duties as requested by the Director that may not be otherwise identified within this description;
6. Promote a welcoming environment at the Senior Center.
7. Schedule transportation for senior rides.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Strong office and professional public interaction skills, both in person and on the telephone;
2. Ability to communicate effectively both orally and in writing;
3. Ability to schedule and prioritize office workflow with good organizational skills;
4. Computer proficiency desired, especially in MS Office (Word, Excel, Power Point and Outlook);
5. Working knowledge of office equipment including fax, copy machine and postage machine;
6. Sensitive to the needs of the elderly and disabled.

EDUCATION AND EXPERIENCE:

1. High School Graduate or Equivalent;
2. Familiar or experienced with the needs of an aging population and sensitive to their feelings, opinions and in some cases, physical limitations.

PHYSICAL REQUIREMENTS:

1. Must be able to sit, talk, see, hear, reach and stand for extended periods of time, and able to handle objects, tools and standard keyboards. Extended periods of time working at a computer is required.
2. Must be able to frequently lift and move objects weighing up to 10 pounds and occasionally lift or move objects up to 35 pounds;
3. Ability to drive and maintain a valid Connecticut driver's license;
4. Capable of communicating with seniors in a warm and supportive manner.