



Town of New Milford Personnel Department

10 Main Street, New Milford, CT 06776
Telephone (860)-355-6089 – Fax (860) 355-6031

Job Description: Chore Services Coordinator

Department: Commission on Aging (COA)

Job Title: Chore Services Coordinator of Operations

Non-Union - Permanent Part-Time - 19.5 Hours per week

Job Summary:

The Chore Services Coordinator is responsible for managing the daily operations as they relate to the grant requirements and operations. This includes assisting with chores and projects and coordinating services for qualifying residents within the New Milford community.

Supervision Received:

Supervised by the Senior Center Director.

Essential Duties:

- Provide assistance to the public, clients, participants, town agencies and officials.
- Coordinate office activities bringing together all aspects of the Chore Services program.
- Maintain superior customer service as the point of contact for clients and services.
- Maintains confidentiality of client, participant and volunteers as well as documents and information pertaining to operations.
- Receives and records complaints and inquiries from clients, participants, providers and volunteers and refer to proper staff for appropriate action.
- Conduct client intake assessments and coordinate and schedule chore services needed, may require home visits.
- Oversee and manage providers and volunteers with the appropriate placement in Chore Services.
- Perform a full range of secretarial assignments including monitoring office and Chore expenditures and ordering all office and Chore supplies while properly maintaining inventory.
- Monitor existing jobs and staff to ensure proper placement and execution of the outlined work.
- Monitor the changing needs of the senior community and adjust services appropriately.
- Ensure that the organization has a long-term strategy to continue providing services to seniors at home.
- Ensure compliance with policies of the Senior Center, as well as all other funding sources.
- Ensure job descriptions for providers, contractors and volunteers are up to date and accurately reflect the responsibilities of the position.
- Coordinate and assign worker training with Senior Center Director when necessary.
- Report Chore statistics to the Senior Center Director as directed. Oversee finances of the program with the Senior Center Director.
- Assist in the development and implementation of fundraising strategies to help finance the Chore Program.
- Assist in the research and data information for the grant applications, bi-annually for Title IIIB Grant from Western CT Area Agency on Aging.
- Maintain client data base for un-duplicate and duplicate client statistics.
- Perform other duties as assigned by the Senior Center Director.

Knowledge, Skills and Abilities:

Accurate typing with average speed (45 WPM). Good oral and written communication skills. . Answers and directs calls to appropriate staff. Keeps records and maintains files with effective filing systems. Ability to deal effectively with the public and cooperate with associates as well the ability to listen, understand and have empathy for senior citizens. Must be computer literate with a strong knowledge of standard office equipment, including word processing, excel spreadsheets, MySeniorCenter computer system and familiarity with Chore Services. Maintain a high standard of work performance, expectations and accountability. **Must maintain valid driver's license and personal vehicle insurance.**

Education and Special Experience:

- High School Diploma.
- Two years of business or secretarial school or three years secretarial experience preferably in a busy office serving the public, especially in coordinating services.
- Maintain liability insurance and State of CT licensure information pertaining to vetted contractors and providers on a yearly basis.

Working Conditions, Physical and Mental Requirements: Employees appointed to positions in this class must have adequate physical strength, stamina, physical agility and visual and auditory acuity and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required.

Frequency: Place an "X" in each box that is appropriate to your job.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)				CONSTANTLY (C)			
0 % of Shift	1-33% of Shift				34-66% of Shift				67-100% of Shift			
Frequency:	N	O	F	C	Frequency:	N	O	F	C			
Physical Demands:					Depth Perception		X					
Standing		X			Color Distinction		X					
Walking		X			Peripheral Vision		X					
Sitting			X		Driving		X					
Lifting		X			Physical Strength:							
Carrying		X			Little Physical Effort (-10 lbs.)		X					
Pushing		X			Light Work (-20 lbs.)		X					
Pulling		X			Medium Work (20-50 lbs.)		X					
Climbing		X			Heavy Work (50-100 lbs.)	X						
Balancing		X			Very Heavy Work (100+ lbs.)	X						
Stooping		X			Environmental Conditions:							
Kneeling		X			Cold (50 degrees F or less)	X						
Crouching		X			Heat (90 degrees F or more)	X						
Crawling	X				Temperature Changes		X					
Reaching		X			Wetness	X						
Handling		X			Humidity	X						
Grasping		X			Extreme Noise or Vibration		X					
Twisting		X			Exposure to Chemicals	X						
Feeling			X		Exposure to Gases and Fumes		X					
Talking			X		Exposure to Unpleasant Odors		X					
Hearing				X	Exposure to Bodily Fluids	X						
Repetitive Motion			X		Exposure to Dampness	X						
Hand/Eye/Foot Coordination			X		Confinement to a Small/Restricting Area	X						
Visual Acuity/Near			X		Mechanical Hazards	X						
Visual Acuity/Far			X		Physical Danger	X						

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary. This description lists only those job duties necessary for evaluation and does not include each and every job requirement.

Approved 1/10/2017
 Reviewed 6/25/2019
 Reviewed 1/10/2023