

## SITE MANAGER

### DISTINGUISHING FEATURES OF THE CLASS:

An employee in this position is responsible for the total daily operation of a meal site to serve the senior population. Although the food is prepared elsewhere, this employee is responsible for coordinating the distribution of meals, including those for homebound participants. This position involves lead and participate responsibilities at the site, in the areas of outreach, information and referral and recreation. Work is performed under the general supervision of the Nutrition Services Coordinator. Site Managers plan and direct the work of volunteers, Bus Drivers and other employees assigned to the site.

### TYPICAL WORK ACTIVITIES:

1. Organizes the distribution of the food and supervises the serving of the food, making sure that participants with special diets receive their designated meals;
2. Observes the quality of the food and participant response to the food with follow-up reports to the Office for the Aging that will help correct any deficiencies and improve programs;
3. Makes sure that physical condition of the site is maintained; i.e, that the site is prepared for distribution of the food and left clean and in proper condition;
4. Maintains accurate records and reports for the Office for the Aging and the State concerning transportation, participant attendance, meal orders including special diets, food preparation and service including food temperature, monies received, and employees' and volunteers' hours;
5. Organizes the transportation services for participants at the site which may require delivering home delivered meals or driving participants in emergency situations;
6. Directs all site personnel and assists in their training and evaluation;
7. Plans and conducts a variety of educational, social, cultural and recreational programs for participants at the site;
8. Promotes and maintains good relationships and communication lines between and among site personnel, contractual workers, participants, owners of sites, and the community;
9. Handles emergency situations using independent judgement and a high degree of sensitivity for aged participants;
10. May directly perform informational, outreach and referral duties, including assessments for home delivered meals in the community serviced by the nutrition site;
11. Does related work as required.

### FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of needs and problems of the aged population; good knowledge of food service techniques, particularly as they relate to food service for seniors; working knowledge of community agencies, particularly those that include aging services; ability to plan and direct the work of others; ability to communicate clearly and effectively both orally and in writing; ability to serve and distribute food appetizingly; ability to maintain interpersonal relationships; initiative; resourcefulness; tact; sensitivity; good judgement; physical condition commensurate with the demands of the position.

**SITE MANAGER** (Cont'd)

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of an equivalency diploma and two (2) years of paid or volunteer work experience in community service, nutrition, recreation or the field of aging.

NOTE: Education may be substituted for the above experience (30 credits equal to one year). Work experience as described above may be substituted for formal education on a year-for-year basis.

**SPECIAL REQUIREMENT:**

Possession of a valid driver's license.

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