Employment Opportunity for Winchester Seniors Association (WSA) Manager

The Winchester Seniors Association (WSA) Manager is a key operations leader of the WSA and a critical team member in the management of the Jenks Center.

This is a permanent, full-time position (35 hours per week) with benefits and salary commensurate with experience. The position reports to the WSA Board President.

A detailed description of the position is included below.

If you are interested, please submit your cover letter and resume to Cathleen Schneller at cschneller@jenkscenter.org, or mail to the Jenks Center, 109 Skillings Road, Winchester, MA 01890.
Position Summary

The Winchester Seniors Association (WSA) Manager is a key operations leader of the WSA and a critical team member in the management of the Jenks Center, a preeminent senior center in Massachusetts. The Jenks Center is comprised of three independent organizations: The WSA, the Council on Aging (COA), and the Winchester Seniors Association Trust (WSAT). The mission of the WSA is to “improve the quality of seniors’ lives through participation in and enjoyment of a wide range of stimulating social, educational, and recreational activities.”

The WSA Manager is primarily responsible for orchestrating the WSA’s programs, including the development and the management of a variety of services, events, trips, classes and activities for older adults in the greater Winchester community to support their independence, encourage their involvement in community life, and promote continued social, educational, and recreational opportunities. The WSA Manager therefore needs to be a proven leader who is able to wear many hats enthusiastically, as well as creative, flexible, team-oriented, and an efficient problem solver.

Key responsibilities include program idea creation, implementation planning, program marketing, program execution, evaluation of program success, team management, and patron services. Coordinating the use of volunteer contributions to keep the staff small, and friendly outreach to Jenks patrons (as well as to the wider Winchester community) are particularly important aspects of these responsibilities.

The WSA Manager reports to the WSA President and coordinates with the Jenks Director for day-to-day operations.

Specific Duties

1. Idea Creation
   - Leverage multiple partners and sources to identify exemplary programs for seniors, including WSA volunteers and committees, Jenks partner organizations, organizations in the Winchester community, and other senior centers.
   - Leverage learning from the abnormal conditions created by the COVID pandemic to create programming strategies for the future.

2. Program Implementation Planning
   - Create and lead a process that will guide programming decisions, given finite time and resources, including coordinating volunteer recruitment and management and identifying and writing grants to fund programs.
3. **Program Marketing**  
   - Develop a high-level marketing strategy to reach various segments of the senior population.  
   - Promote Jenks programs and events via all avenues.

4. **Program Execution**  
   - Schedule and allocate space for WSA events, activities, programs, and rentals.  
   - Recruit, orient, and manage WSA activity leaders, volunteers, instructors, and presenters, including maintaining agreements and all necessary documentation.  
   - Work with multiple volunteer committees to ensure effective leadership as well as that programs are maintained, meet patron's needs, have adequate volunteer help and are financially viable.  
   - Maintain and monitor registration and payment for activities.  
   - Set and monitor expected targets for each program (e.g., attendance, financial, etc.).

5. **Evaluation of Program Success**  
   - Devise and implement an enhanced program evaluation system, which could include participant surveying, focus groups, feedback from the Patron Advocate, benchmarking against other senior centers, meeting of financial targets, attendance rates and growth, etc.  
   - Analyze results with monthly reporting to the WSA Board.

6. **Team Management**  
   - Supervise the WSA’s office staff (administration and programming).  
   - Ensure that the WSA is compliant with applicable state and federal employment laws as well as WSA policies as stated in the WSA handbook.  
   - Participate in Jenks Board, staff and committee meetings.  
   - Attend WSA Board meetings, present monthly summary report to Board, and provide support to the Board and special committees.

7. **Patron Services**  
   - Meet with, talk with/listen to, and assist patrons as needed (including in person, over the phone, and via email).

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**Essential Knowledge, Skills & Experience**

- College degree.  
- Non-profit experience in a management position or board membership.  
- Experience working with an older adult population preferred.  
- Excellent verbal, listening and written communication skills with exceptional attention to details.  
- Demonstrated success in developing and evaluating program models, and selecting and successfully operationalizing innovative programs.  
- Experience in marketing programs and services to local area residents.  
- Microsoft Office competence.  
- Experience in grant writing preferred.
• Proficiency in using technology for program execution and evaluation, e.g., virtual platforms such as Zoom and Wix-based websites, strongly preferred.
• Ability to learn new technology, databases and computer programs as required.
• Demonstrated connections to local area non-profit organizations.
• Ability to multi-task enthusiastically with a volunteer-based support staff.
• Flexibility in scheduling work hours to meet the needs of Jenks programming.
• Strong time management and organizational skills.
• Problem solver mind frame.
• Ability to deliver consistently excellent customer service to internal/external customers, colleagues and management.
• Personal qualities of creativity, integrity, and credibility, with a positive attitude and teamwork focus, and a commitment to and passion for the WSA’s mission.

Working Environment and Physical Requirements

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Office Environment:
  o Standing or sitting for long periods of time, including sitting at a computer
  o Reaching, bending and lifting 20 lbs.

Disclaimer

The above statements are intended to describe the general nature and complexity of the work being performed by personnel assigned to this classification, and do not represent an exhaustive list of all tasks, duties, and responsibilities required of personnel assigned to this position.