



ACTIVITY SPECIALIST JOB DESCRIPTION

Reports To: Senior Centers Program Manager
FLSA Status: Non-Exempt
Prepared Date: March 17, 2026

SUMMARY: Coordinates social, recreational, and educational activities, classes and programs at the Gilbert Senior Center in order to offer resources and services that nourish, challenge, assist and entertain persons age 60+. AZCEND's Senior Programs staff act in accordance with the Senior Programs guiding principles: advocate for the wellbeing, respect individuality, engage in meaningful activities, and foster independence of/for the people we serve.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Carries out responsibilities in accordance with company policies and procedures and upholds company values and goals.
- Exercises confidentiality, sensitivity, and professionalism and upholds company values and goals.
- Demonstrates continuous effort to improve operations, streamlines work processes, and works cooperatively to provide quality, seamless customer service.
- Responsible for development, planning and implementation of all recreational, educational and social activities, classes and programs at AZCEND's Gilbert Senior Center including class scheduling, room preparation, outreach and promotion.
- Ensures all recreational, educational and social activities, classes and programs at AZCEND's Gilbert Senior Center that respond to the needs of seniors.
- Collaborate with community partners to develop new and innovative programs to meet the needs of the ever-changing senior demographic.
- Creates, publishes and maintains senior center newsletter and activities calendar.
- Trains volunteers/instructors and coordinates schedules for activities, classes and programs volunteers.
- Performs all administrative duties required for scheduling and coordinating recreational, educational and social activities, classes and programs.
- Enters and maintains client information in the program database.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action which may be taken.
- Conducts customer satisfaction and participant interest surveys related to the activities, classes, and programs conducted at the senior center.
- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of the position.
- Monitors outcomes and benchmarks of programs as assigned.

- Provides information regarding social services programs and makes referrals to other community services and agencies when needed or requested by clients.
- Promotes family, staff and community involvement with all aspects of the Senior Center programming.
- Participates in program marketing, outreach, program development and fundraising.
- Participates in ensuring programmatic contract compliance with all funding sources.
- Participates in the budget process and cost controls, as directed.
- Provides cash security and controls
- Answers telephones, and performs clerical duties.
- Provides information requested by AZCEND's management for preparation of reports.

SUPERVISORY RESPONSIBILITIES: Directly supervises volunteers/instructors involved in the activities, class and programs at the Gilbert Senior Center. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include participating in recruiting and training of volunteers; addressing complaints and resolving problems.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE: A combination of training, education and experience which demonstrates ability to perform the duties of the position; a strong knowledge of the needs of seniors; and an awareness of services for seniors provided by other agencies.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and group situations to clients, general public, volunteers and employees of the organization. A strong knowledge of the needs of seniors; and an awareness of services for seniors provided by other agencies. Ability to relate to elderly of all economic, social and ethnic groups.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent.

CERTIFICATIONS: A current Food Handler's card is required, as well as certification in CPR and First Aid. Must have clearance from the Arizona Central Registry for Sexual Offenders and qualify for a Level One Fingerprint Clearance Card, current driver's license and ability to drive AZCEND vehicles through company insurance provider.

PHYSICAL DEMANDS: The physical demands 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.

While performing the duties of this job, the employee is frequently required to stand, walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle or feel; reach with hands



and arms, and taste or smell. The employee must occasionally lift/move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and occasionally loud.

RESUME: Please send resume to the Senior Program Manager Kelly Delgado: kelly@azcend.org

Committed to Equal Opportunity and Reasonable Accommodation