



February 13, 2024

Job Opening  
**INFORMATION SPECIALIST**

Become part of our team and know your work is making a positive difference in the lives of others. The Hub...on Smith is now looking to fill the role of Information Specialist.

This position works 20-24 hours per week. Starting rate of pay is \$13.00 per hour depending on experience.

This position oversees the duties of the front desk and offers administrative support to teammates and co-workers. Customer service and computer skills are a must. Interested persons should have a high school diploma or its equivalent.

Please see attached job description for more complete information regarding essential job functions, physical demands, and special knowledge/skills/abilities. Applications will be accepted until the position is filled. Applications should be mailed to The Hub on Smith, 211 Smith Street, Sheridan, WY 82801 or dropped off at the front desk.

The Hub on Smith is an equal opportunity provider, and equal employment opportunity and "At Will" employer. You will be notified by phone if an interview is desired. Thank you for your interest in this position.

Warm regard,

Human Resources

# SENIOR CITIZENS COUNCIL

## JOB DESCRIPTION

Job Title: Information Specialist  
Supervisor: Support Center Manager

### Essential Job Functions Include:

- Greets people coming into the building and directs them as necessary
- Answers the telephone for The Hub on Smith and directs calls to appropriate extensions
- Assists in the promotion of programs and services
- Provides information and referral for customers
- Adheres to policy and procedures on confidentiality
- Manages and organizes front reception desk
- Assures lobby area is presentable as needed
- Unlocks, locks, and secures the building daily
- Handles financial transactions using point of sale system
- Regularly enters data into computer programs
- Communicates and works with customers and fellow staff members in a respectful manner
- Reports concerns of health & safety regarding an individual or the program to supervisor immediately
- Supports staff with clerical duties
- Manages customer pick up of quarterly The Hub newsletter via a spreadsheet
- Completes employee orientation and on-going professional training as needed
- Special projects and other duties as assigned
- Collects and emails weekly menu information, and other information to the newspaper and media
- Oversees Wayfinders – program information screens
- Collaborates with Fun & Wellness to keep Wayfinders and bulletin boards up to date
- Assists customers with activities registration

### Physical Demands:

- Regularly communicates and exchanges information with others
- Frequently climbs stairs carrying lightweight equipment
- Some lifting and positioning of objects required
- Regularly assists customers by walking, standing, or kneeling
- May sit for prolonged lengths of time
- Enters information into computer

Special Knowledge, Skills and Abilities:

- Strong skills in customer service including receptive and expressive communication skills
- Exceptional people skills and the ability to work with a variety of people.
- Ability to apply good listening skills, follow instructions, manage time effectively, prioritize simultaneous tasks/requests and meet deadlines.
- Ability to effectively communicate, both orally, in writing and over the phone
- Knowledge of community resources
- Proficient skills working on a personal computer including Microsoft Office Word and Excel. Microsoft Publisher and Power Point skills helpful.
- Works regularly in point of sales system

Minimum Qualifications:

- Possesses a high school diploma or its equivalent.
- Experience working with the public, older adults or people with disabilities preferred.
- Experience in data entry desired, but not required
- Cash Register experience desired, but not required

**Note:** Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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