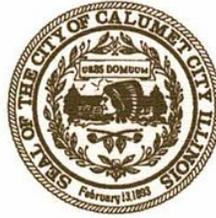


CALUMET CITY PERSONNEL & PURCHASING DEPARTMENT



Thaddeus M. Jones
Mayor, City of Calumet City

Deston Dorchack
Personnel Director

Deanne Jaffrey
Chief of Staff & City Administrator

OPEN POSITION SENIOR CITIZEN COORDINATOR

JOB SUMMARY

This position requires the candidate to be compassionate, understanding and emotionally adept to deal with this segment of the aging population. It is important to note, some constituents of this population may not have the ability to access various local and state agencies due to limitations like not being technically savvy, no living relatives etc. Constituents in this category must always be addressed with respect, dignity, and exemplary service. This position advocates on behalf of the constituent in a timely manner and follow up with all concerns and complaints. This role requires that solutions be presented as quickly as possible. In addition, this role requires honesty, integrity, and tactfulness. Responsibilities include, but are not limited to, conducting intakes communicating in person, email or via telephone to address concerns and complaints; entering and maintaining all issues from senior constituents in database for Calumet City; designing programs when needed to address social, physical, and emotional needs of seniors; offering support services for housing, transportation, and other social needs; promoting information and materials for social and wellness services; establish and maintain relationships with local, county, state and other entities that provide services specific to needs of senior constituents; research solutions and handle matters in a timely matter; follow up with senior constituents until matters are fully resolved and closed out in database; collaborate with other departments in office; maintain a level of confidentiality and security for constituents and office matters; maintain positive relationships with local, state, and national offices; participate in staff meetings and outings upon request; attend community events as representation for Mayor Jones.

APPLICANT QUALIFICATIONS

- Must be honest and maintain integrity in all instances and have a strong attention to detail
- Have the ability to remain calm and helpful in complex situations
- Must be dependable, highly communicative (verbal and written)
- Must be efficient with various operating systems (ex., Microsoft Office, Google Drive)
- Be able to provide Professional writing sample of 500 words or less
- Bachelor's Degree and/or 1 year work experience Preferred
- Must have U.S. citizenship

Anyone interested in the posting, please contact **Deston Dorchack** at ddorchack@calumetcity.org or **Deanne Jaffrey** at djaffrey@calumetcity.org.

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