



TECOPA OPERATIONS MANAGER

DEFINITION: This position includes a broad array of supportive services as well as some direct services in the southeastern area of Inyo County, from the western boundary of the Death Valley National Park to the Nevada state border. Supportive services may include, but not be limited to, facilitation of communication and documentation between clients and staff in a variety of Health and Human Services (HHS) and other programs, including public assistance programs, child welfare and licensing, adult social services, behavioral health, public health and prevention; more direct provision of services occurs in congregate and home-delivered meal service for aging adults, client transportation, information and referral, as well as some prevention services. This position also supervises paraprofessional staff in the provision of all of those services, and coordinates regularly with other County employees based in Lone Pine and Bishop. The position may also be assigned to provide Library Services in the south eastern area of the County. The employee will greet and provide general information to visitors regarding the community, provides basic janitorial and maintenance services, and perform other duties as assigned.

DISTINGUISHING CHARACTERISTICS: Incumbents perform the full range of tasks associated with public use of County facilities, the maintenance and janitorial services of these facilities, direct provision of services to the Aging population as well as Library services and coordination of a broad range of other HHS/County services. This position requires that the incumbent work well with a wide range of community members.

ESSENTIAL JOB DUTIES: **Eastern Sierra Area Agency on Aging (ESAAA) and Inyo County Growing Older-Living With Dignity (IC-GOLD) Programs** – Identifies older adults’ needs and meets on-site or refers to appropriate individual or agency; coordinates operations of the Hurlbutt-Rook Community Center; organizes social activities; coordinates and helps to develop plans to stimulate community interest and involvement in the aging program; coordinates and trains volunteers; attends meetings and “in service” training; maintains various statistical records and individual case files; compiles and submits monthly statistical reports as directed to comply with California Department of Aging and HHS requirements. Assesses individually all home-delivered meal recipients and in-home service clients, counts and deposits all program income donations for nutrition, transportation, and other services; follows California Department of Aging, HHS, ESAAA and County policies and procedures; directs the work of and substitutes for a Health and Human Services Specialist paraprofessional position; regularly communicates, coordinates and facilitates client services with HHS direct service providers in Bishop and Lone Pine in all HHS programs; works creatively with HHS/County Administration to address challenges of providing California-regulated public services in the geographically isolated southeastern Inyo County communities.

Janitorial/Building and Maintenance – Performs general building and janitorial service maintenance and other activities such as cleaning restrooms, raking leaves, and painting; basic knowledge of and ability to repair plumbing, roofs, drains, floors; operates various equipment such as light trucks and hand tools; maintains equipment.

Health and Human Services - Provides educational information on prevention of child abuse, elder abuse, on, drug and alcohol abuse, and other health and mental health services. Works with HHS program services staff to facilitate access to services. Employee works with a high degree of independence in administering services and in using agency or community resources, may assist in determining initial and continuing eligibility for one or more programs; perform other related work as assigned. Schedules individuals and groups in the Community Center Building.

Library Services - Finds the answers to questions, and assists patrons in the use of the facilities and the selection of library materials; projects a positive image of the library to members of the public by being pleasant and helpful; performs library clerical work with accuracy; understands and follows oral and written instructions; works cooperatively with coworkers and other contacted in the course of work; operates personal computer and typewriter, as well as other office machines.

EMPLOYMENT STANDARDS

Education/Experience: High school graduate or equivalent with two years of experience working with the public; experience providing service in southeastern Inyo communities or bordering Nevada small communities preferred; experience working with older adults is desirable.

Ability to: Perform general grounds and simple building maintenance; perform basic janitorial work; administrator Library services; operate equipment and tools used for generally-accepted simple grounds and building maintenance; understand and carry out oral and written instructions; maintain utilization statistics; communicate effectively and deal tactfully with the general public and others in the course of work; ability to learn and understand the California Department of Aging and Eastern Sierra Area Agency on Aging policies, rules, and regulations for administering senior programs; knowledge of local area needs and available resources; knowledge of basic principles of supervision, library and office administration; and scheduling of public building use.

Must have ability to work outdoors under varying weather conditions, including extreme temperatures, sun, wind, and insects; handle and operate tools or controls; reach with hands and arms, stand, walk, and talk or hear; sit, climb and descend stairs and balance; stoop, kneel, crouch, and crawl; lift and carry up to 75 pounds.

Special requirements: You may be required to drive a motor vehicle in the course of employment and must possess a valid operator's license issued by the State Department of Motor Vehicles. Must successfully complete a pre-employment background investigation. Your position may be required to serve as a Disaster Service Worker during a County emergency.