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Tax ID # 91-0828576  
PO Box 717 | Edmonds WA  
220 Railroad Ave | Edmonds WA  
[www.edmondswaterfrontcenter.org](http://www.edmondswaterfrontcenter.org)

**Position Title: Assistant Program Specialist**  
**Department: Social and Recreation Programs**  
**Status: Non-Exempt. Part-time, evenings. Hourly Pay Rate: \$22.00.**  
**Location: 220 Railroad Avenue Edmonds, WA.**

#### **ABOUT THE ORGANIZATION**

Edmonds Senior Center (DBA Edmonds Waterfront Center) a \$2.9M organization. We have over 4,000 members, 60 employees, and more than 200 volunteers. The organization operated as the Edmonds Senior Center for 52 years in a waterfront building that exceeded its useful life. A new 26,000 sf building was erected on the site and opened in March 2021. Since its opening, the organization has experienced exponential growth.

#### **OUR VISION**

A multigenerational, multicultural community hub where everyone feels welcome. A place where activities and programs are fun and engaging, and our services lift people up. The welcoming atmosphere, energy level and caring spirit make it a community gathering place where local and area residents of all ages come to join old friends and meet new ones.

#### **OUR MISSION**

The EWC bridges generations and cultures to improve lives, strengthen our communities, and empower individuals to achieve their full potential.

#### **OUR CORE VALUES**

- Lifelong Learning
- Health & Wellness
- Diversity & Inclusion
- A Culture of Respect
- Involvement of Volunteers
- Commitment to Innovation

#### **JOB SUMMARY:**

The Assistant Program Specialist will interact with the organization's members, guests, volunteers, and team members by addressing program sign-ups, membership inquiries and resolving customer needs.

#### **SUPERVISORY RESPONSIBILITIES:**

- None

#### **PHYSICAL REQUIREMENTS:**

- Prolonged periods sitting at a desk and working on a computer.
- Able to hear and speak with customers on the telephone.
- Room setup with table and chairs.
- Must be able to lift 25 pounds at a time.

**DUTIES/RESPONSIBILITIES:**

- Interacts with members, guests via telephone, email, or in person to provide support and information on organizational services.
- Collects and enters membership details for new or additional services.
- Fields customer questions and complaints; when the issue is beyond the specialist's knowledge, forwards to the appropriate staff.
- Supports all programs, events, and members as needed.
- Ensures that appropriate actions are taken to schedule members' classes and sign up for memberships.
- Maintains member accounts and records.
- Provide thoughtful solutions to members' interactions with details of inquiries, complaints, or comments.
- Performs other related duties as assigned.

**Review the following must-have requirements and qualifications:**

- Excellent customer service experience required including active listening skills.
- Positive and calm demeanor, even in challenging situations.
- Comfortable with MS Office software e.g., Excel, Word, Teams, etc.
- High school diploma or equivalent. Bachelor's degree preferred.
- Handles confidential information with discretion.
- Excellent organizational skills with the ability to prioritize tasks and adapt to changing plans.
- Excellent written and verbal communication skills with the ability to adapt communication based on audience and purpose with inclusiveness.
- Listen patiently and attentively. Ability to express self clearly and effectively.
- Works well independently as well as within diverse teams and environments, while treating everyone with respect.
- Employ best practices associated with the position, while displaying an on-going commitment to learning and self-improvement.
- Ability to work a non-standard/flexible schedule, which includes evenings, and holidays. May include weekends.
- Successfully pass criminal background check.

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**Commitment to Equity and Inclusion**

The Edmonds Waterfront Center advocates equity and inclusion in hiring.