



Baker Senior Center Naples (BSCN), a nonprofit organization providing comprehensive services to older adults, is seeking a Chief Senior Center Officer to lead one of the agency's three pillars of service. Pillars include the Senior Center, Cognitive Health Services, including dementia respite and caregiver support and education, and Clinical Services, including mental health counseling and case management. Together, the three pillars of services offer older adults opportunities to thrive and look forward to enjoying their lives to the greatest capacity. BSCN is one of 111 Senior Centers accredited by the National Council on Aging. It is the only senior center in the United States offering comprehensive services in one place---a new 30,000 square foot award winning building on 11.7 acres in Naples, Florida.

JOB DESCRIPTION: CHIEF SENIOR CENTER OFFICER

The Chief Senior Center Officer serves as a strategic member of the executive leadership team and is responsible for designing, implementing, and continuously improving an exceptional, integrated member experience. This position covers Membership, Customer Experience, staff supervision and internal and external communications regarding senior center programming and information. The Chief Senior Center Officer works closely and has a collaborative relationship with the Chief's of other departments at Baker Senior Center Naples (BSCN) making sure the organization's comprehensive programs and services are accessible for all, as appropriate.

CORE RESPONSIBILITIES

Strategic Leadership and Innovation

- Develop and execute a comprehensive, positive member experience strategy aligned with BSCN's mission, vision, and values.
- Establish metrics-based performance standards and key performance indicators to measure success across all senior center programs.
- Collaborate with the President/CEO and executive team on strategic planning and organizational development initiatives.

Department Management and Team Development

- Provide inspirational leadership to staff members, membership, and volunteers.
- Foster a culture of excellence, creativity, and accountability.
- Establish clear program objectives, monitor progress, and ensure alignment with BSCN goals.
- Facilitate cross-departmental collaboration to break down silos and create an integrated approach to members accessing other services, and vice versa.
- Working with the President/CEO and CFO establish and manage department budget towards optimal resource allocation while maximizing membership experience.

QUALIFICATIONS

- Bachelor's degree required, Master's degree preferred, in areas of study such as recreation, hospitality management, social work or related field.
- 5+ years of progressive leadership experience working with older adults in similar field. Experience in membership-based organizations a plus.
- Experience in staff and volunteer supervision and management.
- Exceptional verbal and written communication skills.

BENEFITS SNAPSHOT

- Competitive Salary.
- Full health coverage for employee.
- Generous retirement plan.

For more information or to apply please send your resume and cover letter to jfaffer@bakerseniorcenternaples.org