



POSITION TITLE: I&A/Adm. Assistant

SUPERVISOR: Consumer Service Director

CLASSIFICATION: Full time

MANAGER: IR&A Coordinator

SALARY STATUS: Non-Exempt

POSITION OVERVIEW:

As part of a team, the employee in this position provides outstanding customer service, information and assistance. Primary responsibility is to answer calls to the agency or respond to walk-in consumers, providing prompt and courteous service to seniors, caregivers and service providers.

Provides clerical support for the Consumer Service Department. As part of a team, the employee in this position is responsible for providing administrative and clerical services to ensure effective and efficient agency operations.

The following responsibilities are representative of recurring tasks. These are not to be construed as exclusive or inclusive. Other duties may be required and assigned. These responsibilities must be performed satisfactorily with or without accommodation

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Greeting walk-ins and being available at the front desk
- Assist with uploading records as needed
- Assemble assessment and reassessment packets
- Data entry in WellSky for new members, inquires, etc
- Maintain monthly contact with assigned consumers
- May assist Consumer Service Director with monthly billing reports as requested
- Operate copy machine, fax machine, postage machine
- Order office supplies
- Provides contact with Life Long Links consumers, caregivers, family, service providers, etc., in a polite and courteous manner both over the phone and in person.
- Determine the individual's long and short term needs, identifying resources to meet those needs quickly and efficiently.
- Provide a referral to identified resources, following up to ensure that a consumer's needs have been met.
- Provide consumers, family, service providers, and colleagues with requested information as needed.
- Assist with scheduling for volunteers
- projects as assigned

QUALIFICATIONS AND SKILLS:

Education: Bachelor's degree preferred, but would consider High School or Associate's degree with equivalent experience

Experience: 3 years customer service experience. Experience with public benefits.

Mandatory Requirements: Inform USA certification within 6 months of hire

Must successfully pass a Criminal and Dependent Adult Abuse background checks before hire.

Skills:

- Accurate typing skills.
- Knowledge of support programs available to the senior population
- Strong telephone communication skills with the ability to assess needs over the phone and in person in a quick and efficient manner.
- Strong interpersonal skills to relate to diverse cultures, older persons and their caregivers.
- Strong knowledge of programs and services available in our 20 county area.
- Problem solving skills.
- Ability to operate a personal computer and utilize computer software.
- Accurate data entry.
- Ability to work with detailed information and maintain attention to detail in one’s own work.
- Time management & prioritization skills that allow for flexibility.
- Provide support and assistance to other employees when needed.
- Good attendance and reliability for completion of assigned tasks
- Maintain Client and agency confidentiality.
- Able to react to change productively; and handle other essential tasks as assigned.
- Be able to work cooperatively with public and present self in a professional manner.
- Perform other duties as deemed necessary for the success of the agency.

PHYSICAL DEMANDS:

- While performing the responsibilities of the job, the employee is required to talk and hear.
- The employee is often required to sit and use their hands and fingers, to handle or feel.
- The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl.
- Vision abilities required to perform this job include close vision
- The employee must be able to lift 25 pounds.

CONCLUSION:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Employee Acknowledgement

Date