

| AgeWell Services | | |
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| Position Description; Part Time Non Exempt Status | Position Title: Mission Services Program Assistant | Classification: 1 Revised: 08/2017 |

Supervised by:

Mission Services Senior Manager (Immediate Supervisor)
Congregate Program Manager
HDM Program Specialist

Credentials and Experience:

- Education with specialized training in customer service and participant intake.
- Understanding of office procedures
- Computer knowledge, especially Microsoft Office software.
- Two years experience working in an office environment.
- Personal transportation with a valid Michigan Drivers License and insurance is necessary.

Job Summary:

The Program Assistant is a shared role between two individuals who are responsible for performing a variety of functions. These duties include reception, office coordination, customer service to the individuals we serve and their caregivers. This position also provides administrative support to the Leadership Team and administrative positions in Mission Services department.

Knowledge and Skills:

Knowledge of office equipment, computer programs, and business communication methods are needed. Must be able to resolve problems quickly and efficiently.
Ability to prioritize for meeting deadlines.

Supervisory Responsibilities:

None

Duties & Responsibilities:

- Answer general telephone calls for the Agency and assist callers to appropriate contact.
- Fill in as needed as general receptionist for Tanglewood Park.
- Coordinate and conducts intake for new services and service changes.
- Manage the interoffice mail communications.
- Help manage the Intranet of AgeWell Services.
- Order office supplies.
- Maintain copies of forms.
- Assist Leadership Team in mailings and correspondence.
- Assist HDM Program Specialist in generating client monthly program income donation letters.
- Provide data entry for the Congregate and HDM programs

- Manage the daily meal counts, ordering meals and meal tickets as needed.
- Maintain client files (digitally and physically) per grants and other requirements.
- Verifies and arranges for services including routing/mapping, meal distribution, monthly statements and billing for various programs.
- Checks vendor view throughout the day making changes for Medicaid Waiver clients as ordered.
- Collaborate with others to ensure best care of clients and best experience for volunteers.
- Monitors routes and route sheets on a regular basis to meet timely delivery and record keeping for signatures and documentation.
- Assists assessment staff as needed with reports and data.
- Participate in fundraising events and trainings as needed as well as any other duties as assigned.

Working Conditions:

Busy office environment. Must respect environment, privacy of co-workers and client confidentiality in having conversations and producing reports. Hours may vary due to deadlines.

I have received a copy of this job description and it has been reviewed with me.

Employee Signature

Printed Name

Date

Supervisor Signature

Printed Name

Date