Northeast Iowa Area Agency on Aging Position Description

Position Description: SMP National Resource Center Program Coordinator

 FLSA: Non-Exempt

Reports to: SMP National Resource Center Director

Date:

Supervises: N/A

Job Category: Program Specialist

Position Summary:

Assist NEI3A’s Senior Medicare Patrol (SMP) National Resource Center in a variety of tasks, including management of the toll-free, info@ coordination, and assistance in creation of network material/resources. This includes assisting with creating and editing detailed training materials, handling online systems, and providing technical office support. Also, to coordinate efforts with tracking reports, managing national contact lists, and performing tasks that support the SMP Resource Center overall.

*The following responsibilities represent 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.*

Essential Position Responsibilities:

* Manage the Center’s national toll-free number and tracking sheet
* Respond and/or delegate (when needed) all emails in the general info@ email inbox
* Coordinate Center’s distributions and communications of national printed resources
* Prepare all billing statements and vouchers
* Consolidate reports from the Center’s software systems
* Manage SMP Resource Library users and resources, including technical assistance questions
* Manage and coordinate all Center’s national contact lists
* Complete national conference-related tasks, including registrations and travel arrangements
* Coordinate and assemble materials for meetings, events, and national training
* Prepare and upload the monthly networking call agenda, attendance, and minutes
* Prepare internal meeting minutes and tasks, as needed
* Perform independent projects as assigned

Non-essential Position Responsibilities:

* Assist in grant recordkeeping and reporting, included but no limited to creating and writing parts of the grant reports
* Assist with SMP mobile app troubleshooting, as needed
* Assist in updating and creating educational materials in Word, Excel, PowerPoint, Publisher, and PDF
* Assist in creation and editing of social media content

Required Knowledge, Skills, and Abilities:

* Excellent customer service skills with strong listening skills
* Able to use all Microsoft Office products
* Able to use WebEx software
* Able to become proficient using SurveyMonkey, CANVA, Adobe, Google Analytics, etc… software
* Able to learn how to use additional computer software programs, as needed
* Able to receive and implement feedback to develop a quality end product
* Able to be detailed in proofing and editing documents
* Able to pay excellent attention to detail
* Able to carefully follow instruction and problem solve
* High level organizational skills, with the ability to handle multiple tasks while managing time efficiently
* Able to maintain confidentiality
* Able to work independently and utilize good project management skills
* Strong interpersonal skills to relate to diverse cultures, older persons, and caregivers

Required Qualifications:

* Bachelor’s degree in education, English, business, communications, social sciences, or a related field
* 2 years customer service experience
* Demonstrated writing and editing skills within multiple formats and computer programs
* Beginner/moderate ability to use design software
* Accurate data entry and tracking information skills
* Criminal and abuse registry background check required before employment start date
* Must complete Mandatory Reporter training required within 6 months of employment

Required Travel:

* Attend out of state national trainings or meetings, long-distance car or air travel, up to twice annually
* Must possess valid driver’s license and provide proof of vehicle insurance

Physical Demands:

* Essential functions of this position include: working with and around other staff and clients; vision acuity (near) for reading computer work; hearing and speech for ordinary conversation and for communicating with staff and clients in person and over the phone; finger dexterity / touch for typing filing etc.
* While performing the duties of this job, the employee is typically required to use computers and computer systems (including hardware and software) enter data, or process information
* Must be able to operate office machines such as calculator, telephone, fax, copiers and computers

Work Environment:

* Noise level in the work environment is moderate

In compliance with the Americans with Disabilities Act, NEI3A provides reasonable accommodations to qualified individuals with disabilities for the individual to perform the duties that are essential for satisfactory performance of the position.

I have read and understand this explanation and job description.

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Northeast Iowa Area Agency on Aging is an Equal Opportunity Employer