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NOTICE OF VACANCY

**Date Posted: 10/18/18
(35 hours per week)**

Job Title: CHOICES Information Specialist
Department: CHOICES
Position Reports to: Chief Operating Officer
**Job Title(s) Reporting
to This Position:** N/A

POSITION OVERVIEW:

Provide information, referral, and assistance to older adults, Medicare beneficiaries, individuals with disabilities, and their caregivers in the North Central region

DUTIES

- Document and respond to incoming calls for the CHOICES program
- Input all data related to client contacts into appropriate reporting programs
- Identify, maintain and provide resources for consumers
- Educate consumers on health insurance options and other issues regarding aging services
- Attend update trainings as scheduled
- Represent the CHOICES program and NCAAA at aging events as requested by supervisor
- Perform any other department or agency-related duties or special projects as directed by supervisor
- Complete CHOICES training within 6 months of hire
- Obtain and maintain AIRS certification within 6 months of hire, or according to AIRS requirements based on education level

QUALIFICATIONS

- Ability to speak clearly and explain complex concepts in an appropriate, understandable manner. Bi-lingual skills a plus.
- Prior customer service experience
- Be fluent in Microsoft Office Suite including Outlook, Word, & Excel. Knowledge of OneNote a plus.
- Patience
- Ability to utilize the internet for research and for data entry into program web portals
- Ability to work in fast-paced environment performing multiple tasks efficiently and correctly
- Knowledge of Medicare and Medicaid programs a plus

- Knowledge of traditional health insurance products a plus
- Knowledge of resources for the disabled and elderly population
- Ability and desire to work with older adults, individuals with disabilities and their caregivers
- Must be able to work as part of a team.