

## JOB DESCRIPTION

TITLE: INTAKE AND REFERRAL SPECIALIST

SUPERVISOR: EXECUTIVE DIRECTOR & CDDO COORDINATOR

HOURS PER WEEK: 30-40

When you are in the business of coordinating and providing services and programs to aging Kansans, you are in the people business. At East Central Kansas Area Agency on Aging, we want every consumer experience to be distinctly personal. The challenge is complex. When people call us for help, their focus is on getting the best information and care possible. We provide them facts and help them understand their options and refer to other resources, as necessary. This part of their lives matters a lot to them, and it matters just as much to us. Our consumer service teams have a serious responsibility to make every contact informative, productive, positive, and memorable for that says how much we care.

### SUMMARY OF JOB:

- Support organizational success by providing a positive consumer experience to callers and visitors to the area agency on aging office.
- Requires a high level of professionalism in presentation and interactions, efficiency in all the day-to-day operations and conduct that supports cohesiveness and teamwork.
- Performs the Intake function for the agency and provides information, assistance, and referral when warranted.
- Answers multi-line telephone and performs guest reception services
- Provides administrative support for other agency staff
- Performs data entry

### QUALIFICATIONS:

- High School Diploma required with at least three years related experience.
- Valid Driver's License and clean Motor Vehicle Report
- Ability to pass background/drug check

### COMPETENCIES:

- Demonstrate good listening skills
- Strong written and verbal communication skills
- Sound knowledge of telephone etiquette
- Ability to converse pleasantly with all populations
- Patient
- Positive attitude
- Friendly
- Enthusiastic/high energy level
- High level of integrity
- Detail oriented
- Ability to handle confidential matters
- Ability to multi-task
- Ability to organize
- Ability to work with minimal supervision
- Working knowledge in a windows environment including navigation skills
- Working knowledge of Office 365
- Working knowledge of Medicaid and HCBS Waivers
- Working knowledge of community resources

- Working knowledge of SSI/SSDI

RESPONSIBILITIES:

- ❖ Professionally respond to inbound inquiries with accurate information
- ❖ Intake process: obtain information related to customer needs through a standard intake form (telephone and in person)
- ❖ Routes inbound calls to appropriate staff when warranted.
- ❖ Follows standard scripting
- ❖ Documents all inquiries
- ❖ Data entry as needed including spreadsheets for tracking purposes and ADRC, CDDO and KDADS data
- ❖ Provide administrative assistance to all staff including, but not limited to: copying, compiling, inventory, ordering supplies, maintenance of copy, postage and fax machines and phone system, updating of lists/labels/forms, correspondence and minutes
- ❖ Clerical for Nutrition Program
- ❖ General office file system
- ❖ Other duties as assigned

This position does not offer health insurance.

Pay Range \$10-\$12/hr.