

JOB POSTING

SENIOR SERVICES SUPPORT SPECIALIST

Qualifications - Required:

- College degree (preferred) or commensurate experience
- Customer Service experience
- Experience working with senior citizens and/or special populations preferred
- Must have ability to conduct presentations pertaining to senior services
- Good verbal communications skills
- Good organizational skills
- Ability to work independently and as part of a team
- Proficiency using a PC, specifically with Word, Excel & Access
- Flexible schedule
- Ability to travel to various areas of Chicago and Suburbs
- Valid Driver License, clear driving record
- Ability to pass criminal background check

Duties & Responsibilities:

Information & Referral

- Answer telephones and assist department visitors.
- Maintain records of information pertaining to all sources of available assistance, benefits, programs, and services for senior citizens and disseminate that information.
- Learn basic products and services pertaining to senior services and catalogue the information in a resource file.
- Develop knowledge of computer system and routinely use that knowledge to enhance the operation of the senior services department and the department database and I & R files.
- Schedule telephone and office appointments for client counseling and assistance.
- Assist clients to access information, complete applications and attain benefits for programs including: Prescription Drug Assistance Programs, Medicare and Medicaid, ITAC Amplified Telephones, Social Security, Income Tax, Legal Assistance, Housing, Energy Assistance, Transportation and others.
- Act as Liaison between the client and government agencies and benefit program representatives to solve problems and provide information necessary for benefit acquisition.
- Assist clients with researching appropriate Medicare Part D plans and provide them with necessary information to apply for the plan that they choose.
- Assist clients with applying for the Illinois Cares Rx and the LIS (federal low income subsidy program).
- Process applications for the LIHEAP (Energy Assistance) program.
- Assist the Program Coordinator with trips and programs when requested.

Education & Training

- Attend training workshops and seminars necessary to continually improve effectiveness and knowledge as requested by Director or Assistant Director.
- Attend SHIP (Senior Health Insurance Program) trainings and other trainings pertaining to Prescription Drug Assistance and Medical benefits.
- Attend trainings necessary to receive LIHEAP (Low Income Energy Assistance Program) certification.
- Attend trainings necessary to become proficient in ITAC Amplified Telephone Program demonstration.
- Attend trainings to enhance knowledge of financial assistance programs and services available for senior citizens.
- Attend trainings necessary to enhance knowledge of computer proficiency including Word, Excel, and Access.

Outreach Program

- Interact with community organizations, local, state, and federal governments and agencies to generate assistance and create awareness of the needs of senior citizens.
- Publicize township programs and services to individuals, professionals, agencies, and community organizations at community functions, senior fairs and other venues.
- Assist with production, editing, and distribution of senior department newsletter.
- Represent the department and Township on committees and projects as assigned.

Programs and Services

- Assist department Director with expanding and maintaining fundraising base to support senior programs.
- Assist department Director with volunteer recruitment, placement, and monitoring of volunteer placement & the RSVP program.
- Support senior services staff in all areas as needed and requested.

STATUS: Part-Time, Non-Exempt

Salary: \$14.49/hr.

Send Resume to or apply at:

Township of Schaumburg

ATTN: HRC

One Illinois Blvd.

Hoffman Estates, IL 60194

Fax 847-884-0194

e-mail: hr@schaumburgtownship.org

02/25/10