

JOB DESCRIPTION

PROGRAM: STEP Office of Aging
JOB TITLE: Informational Assistant
CLASSIFICATION: Clerk Typist III
PAY GRADE: 7

JOB SUMMARY

Provides information & referral and assistance to consumers by telephone and face-to-face contact in the Office of Aging. Provides receptionist duties, and comprehensive office and clerical support to the Office of Aging. Enters information into and retrieves it from a networked computer environment utilizing documents, databases, and spreadsheets. Does hard-copy typing and filing, as well as performing general office and clerical operations.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Home- and Community-Based Services Manager; some functional supervision by Aging Administrative Specialist

QUALIFICATIONS

- Strong communication skills including listening, understanding, informing, and speaking; amiable disposition and ability to remain professional when dealing with telephone callers or visitors;
- Demonstrable experience with creating databases and/or spreadsheets utilizing standardized formulas correctly, accurate data entry and report printing;
- Post high school education or any combination of education and experience sufficient to demonstrate possession of the required knowledge, skills, and abilities, and one year of experience in office work;
- Minimum of two years of experience with all of the following:
 - ❖ Operating personal computer hardware used in desktop, laptop, and networking environments such as monitors, mouse, keyboard, scanners, and printers;
 - ❖ Personal computer operating systems used in desktop and networking environments; and,
 - ❖ A wide variety of desktop productivity tools, specifically including Microsoft Access, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Publisher, Microsoft Outlook, Microsoft Internet Explorer, and/or Microsoft Explorer;
- Demonstrable ability to type forty (40) words per minute;
- Experience in operating a computer-assisted multiline telephone system;
- Any combination of education and experience, sufficient to demonstrate possession of the required knowledge, skills, and abilities;
- Valid driver's license and an adequately insured vehicle available for daily use;
- Pennsylvania State Police Criminal History Clearance, Pennsylvania Child Abuse Clearances, and the ability to be bonded;
- Physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, stand, lift and carry up to twenty pounds, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges, and a clear speaking voice.

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SPECIFIC DUTIES

- ❖ Performs receptionist duties by answering a computer-assisted multiline telephone system and assisting walk in consumers;
- ❖ Through face-to-face and phone contact with elderly individuals, explains services, screens for needs, and make referrals for Office of Aging services or other resources such as, but not limited to, Social Security, County Assistance Office, and public housing;
- ❖ Completes necessary forms to obtain Office of Aging services and completes or aids in completing forms for other services and benefits such as, but not limited to Medicare, rent rebate, PACE, and Department of Human Services (DHS) Programs;
- ❖ Provides consumers with the opportunity to donate for services rendered;
- ❖ Provides comprehensive office and clerical support to the Office of Aging;
- ❖ Using a networked personal computer and, when necessary, an electric typewriter, creates, edits, updates, and/or completes a wide variety of documents, forms, letters, memos, posters, spreadsheets, slides/slide shows, templates, brochures, newsletters, reports, and other typewritten material from basic information provided by administrative staff, program staff, or supervisor; ensures documents have a professional appearance, are well written utilizing proper formats and correct grammar and spelling, and numerically accurate;
- ❖ Assists in the administration of the software modules for the consumer database, including data collection, data input, data queries, electronic transmission of data, and generation of reports for STEP, the Aging Program and the Pennsylvania Department of Aging (PDA); assists in training staff on effective usage of all the software modules and assists other staff in troubleshooting day-to-day database issues;
- ❖ Using web browsing software, researches information, publications, statistics, etc. from Internet sources, producing written or electronic results, as requested; monitors news and information sources important to Aging;
- ❖ Maintains the filing system and works in cooperation with the administrative staff in maintaining electronic records and database;
- ❖ Prepares items for mailing (including bulk/mass mailings); mails program correspondence; picks up, opens, and distributes mail, as assigned;
- ❖ Operates office machines and audio-visual equipment;
- ❖ Receives or retrieves information, compiles facts, figures, and statistics, and types reports;
- ❖ Maintains and distributes supplies in collaboration with Administrative Specialist;
- ❖ Attends training sessions, as assigned, and shares information with staff, as assigned;
- ❖ Implements all Pennsylvania Department of Aging Directives and all STEP and program policies and procedures as they apply;
- ❖ Complies with applicable federal, state and local laws and regulations;
- ❖ Maintains confidentiality at all times; and,
- ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ **Knowledge of the following:**
 - Effective customer service principles;
 - Considerable knowledge of Office of Aging services and operations in order to properly route incoming calls, answer questions, and provide assistance to consumers;
 - Considerable knowledge of community resources, service organizations, and service programs;
 - State-required aging services database system;
 - Current economic, social, and health problems of the elderly and disabled;

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- Mental health conditions and dementias that afflict the elderly;
- Geographic area served;
- Standard office procedures, practices, conduct, and action necessary in maintaining harmonious working relationships;
- English grammar, spelling, and punctuation;
- Type, organization, and use of standard office files, logs, forms, and letter formats; and,
- Working knowledge of Microsoft Office Professional Suite and its Value Pack, Microsoft Publisher, Windows NT, Adobe Acrobat Writer/Reader, Xerox Text Bridge Pro and Omni Page/Pro, Adobe PhotoShop, Microsoft Paint, Microsoft Photo Editor, and the Internet.

❖ **Skill in the following:**

- Excellent communication skills to enable interaction with a variety of people such as customers, staff, community resource personnel, and the public;
- Using a keyboard or typewriter to process information into written or electronic form;
- Using and routing electronic mail and correspondence, using the Internet for information mining, using various software within a personal computing environment, and using disk operating systems for computer navigation and document management;
- Typing with a required minimum rate of forty (40) words per minute;
- Using a networked computer system, including various media formats, keyboard, mouse, scanner, and printers (laser, inkjet and copier) for operation of software; and,
- Using word processing, spreadsheet, database, presentation, organizational, internet browsing, email, scanning, graphics editing and desktop publishing software for document creation, and informational assistance and management.

❖ **Ability to do the following:**

- Efficiently answer a wide variety of questions from telephone inquiries or walk-in visitors, and to deal with the public in an empathetic manner;
- Understand problems of customers and exercise sound judgment in appraising their needs and directing them to appropriate service to meet their needs;
- Interact effectively with people of varied social, economic and educational backgrounds;
- Utilize a wide variety of software packages to creatively produce documents;
- Create databases and/or spreadsheets, utilize standardized formulas correctly, perform consistently accurate data entry, and print reports;
- Utilize new and/or evolving electronic hardware and software products for document creation and production;
- Perform and maintain daily record keeping functions and prepare required reports, as requested;
- Operate a computer-assisted, multiline receptionist phone;
- Effectively utilize an IBM-compatible computer to facilitate communication and track program information;
- Operate various normal and advanced office and mail processing equipment with appropriate speed and efficiency; advanced office equipment includes networked color copiers and digital duplicators;
- Understand and follow oral and/or written instructions, some of which may include multifaceted procedures, and work independently of direct supervision;
- Accurately remember, within a reasonable training time, the names and locations of agency personnel, offices, and community services, and understand essential program operations;
- Keep simple and complex clerical records accurately and prepare accurate reports;
- Proofread information for conformance with instructions or for compliance to specific

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administrative or procedural rules;

- Collect, organize, and process information for requested reports;
- Perform simple and complex mathematical computations;
- Organize and prioritize work, and develop effective work methods in an area which involves variable phases or different techniques and procedures;
- Collect, organize, and process information, as requested;
- Project a positive and professional image;
- Establish and maintain effective working relationships with staff, partnering agencies, businesses, customers, and the public;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds; and,
- Maintain confidentiality at all times.