



ALTCEW JOB POSTING | 6/18/21

**Position Title: SHIBA Customer Service Specialist**

**Position Overview**

This position is responsible for providing assistance to the SHIBA Program Coordinator and providing customer service for the Statewide Health Insurance Benefits Advisors (SHIBA) Helpline, assisting with data entry and outreach in Spokane and Whitman Counties.

**Our teams:** Our casement teams are empowered to work together to solve problems, in serving those in the community who need our assistance.

**Our Mission:** As an Area Agency on Aging we promote well-being, independence, dignity, and choice for older persons and all individuals needing long-term care in our five-county area.

**Benefits and Well-Being:** This position is full time at 37.5 hours per week. We offer a wide variety of benefits including medical, dental, vision, long-term disability and life insurance. Generous paid vacation and sick leave, 11 paid holidays, Washington Department of Retirement Systems pension/retirement plan and FSA accounts.

**Our Culture:** Our agency possesses a positive, welcoming environment. We provide a variety of wellness services, foster employee engagement through peer recognition and regular staff social activities, and pursue diversity initiatives. Our employee assistance programs foster health and well-being. Employees are regularly offered opportunities to socialize together, and volunteer in the community.

**Essential Functions and Responsibilities** include the following:

- Assists in answering phone calls, gathering consumer information and assuring consumers that a trained volunteer counselor will be assigned to their call and will contact them as soon as possible.
- Assists with both data entry into SHIBA Online and other administrative work.
- Attends events in which an information booth needs attended. This activity is limited to tending the booth and does not involve presentations.
- Maintains basic knowledge of insurance and benefit information, including information about private insurance, Medicare, Medicaid, Social Security and other public funded programs.
- Manages and orders SHIBA/Medicare brochures.

- Assists with the daily management and coordination of volunteer activities for the Statewide Health Insurance Benefits Advisors (SHIBA) HelpLine for Spokane and Whitman Counties.
- As requested, sends insurance materials and event reminders to callers.
- Attends monthly training of the SHIBA volunteers provided by the Regional Manager from OIC.

### **Physical Demands**

Must have the ability to travel occasionally using personal vehicle. Requires good finger dexterity for data entry and data input. Needs strong written, verbal and listening communication skills, sufficient to interact with staff and the public. May lift up to 35 lbs. on an occasional basis.

### **Skills, Knowledge, and Abilities**

Skilled in the use of computers and software, including Microsoft Word and Outlook. Demonstrates effective communication and writing skills and proficient in the operation of office equipment. Can diplomatically and effectively work with all members of the general public, volunteers, staff, and employees of the Office of the Washington State Insurance Commissioner's office (OIC), Centers for Medicare and Medicaid Services (CMS), and insurance companies.

### **Minimum Qualifications**

A high school diploma or equivalent with a minimum of two years of general office experience. Must be able to perform word processing and data entry tasks at a minimum of 35 words/key strokes per minute. Must meet the skills, knowledge, and abilities previously listed. Must have dependable transportation, valid driver's license, provide proof of insurance and be willing to accept travel within Spokane and Whitman counties. Must pass a criminal background check.

Must pass a criminal background check, post offer. Must have and maintain a valid driver's license.

**Beginning Salary:** \$34,488-37,139    **Application Deadline:** July 31st

Apply at: [www.altcew.org/employment-opportunities](http://www.altcew.org/employment-opportunities). Call 458-2509 for assistance in applying.

**Diverse applicants encouraged to apply.**