



ALTCEW JOB POSTING | 7/20/22

**Position Title: SHIBA Customer Service & Outreach Specialist (Medicare Enrollment Assistant)**

**Position Overview**

Maintains basic knowledge of insurance and benefit information, including information about private insurance, Medicare, Medicaid, Social Security and other public funded programs.

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 rural counties.

**Our teams:** Our SHIBA team is 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: Other duties may be assigned.

- Assists in answering phone calls, gathering consumer information, assigning volunteers referral calls, arrange in scheduling in person appointments and set up meeting room for volunteers.
- Assists with data entry into STARS online data base and other administrative work.
- Assists with outreach and partnership development to educate the public about the Statewide Health Insurance Benefit Advisors (SHIBA), Medicare Improvements for Patients and Providers Act (MIPPA), Drug Education and ALTCEW services. Coordinate and conduct presentations on Medicare, MIPPA and attend information booths and health fairs.
- 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 rural counties.
- As requested, sends insurance materials and event reminders to callers and volunteers.
- Attends monthly training of the SHIBA volunteers provided by the Regional Manager from OIC.
- Other duties as assigned.

### **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/keystrokes per minute. Must meet the skills, knowledge, and abilities previously listed. Must have dependable transportation, must have and maintain a valid driver's license, provide proof of auto insurance and be willing to accept travel within Spokane and Rural counties. Must be available for occasional weekend outreach events. This position also requires a criminal background check that qualifies the individual to work with vulnerable adults.

**Beginning Salary:** \$38,408 - \$40,352 dependent on experience

**Application Deadline:** August 15.

### **EEO Statement:**

We are an equal opportunity employer and value diversity within our organization. We do not discriminate on the basis of race, religion, color, national origin, gender identity, sexual orientation, age, marital status, genetic information, veteran/military status, or disability status.

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