



NORTH CENTRAL NEW MEXICO ECONOMIC DEVELOPMENT DISTRICT

Job Posting

JOB TITLE Consumer Coordinator
SALARY RANGE Starting Rate of \$11.50 per hour

JOB DESCRIPTION

The Consumer Coordinator position is responsible for efficiently tracking client data for participants receiving services from providers under contract with the Non-Metro Area Agency on Aging (AAA) and monitoring that client data to identify issues or opportunities for improving services. This an hourly position located in the Tucumcari office.

DUTIES & RESPONSIBILITIES

Duty	Percent of total
Responsible for accurate client data entry and reconciling of data entered and developing good working relationships with providers.	75%
Review and monitor data for specific clients and assist with trainings for providers.	25%

This position requires extensive use of computers and associated equipment and software, familiarity about the reporting requirements of the Older Americans Act as implemented through SAMS/Wellsky and uses and applications on the Internet. This person deals with non-routine as well as repetitive assignments and complete tasks accurately with limited supervision.

EXAMPLES OF WORK PERFORMED

- Enters providers’ client data into SAMS /Wellsky as required
- Reconciles on an on-going basis data entered into SAMS/Wellsky
- Provides necessary reports to Supervisor
- Provides necessary feedback to Supervisor on SAMS/Wellsky issues/concerns, etc.
- Maintains files by provider for data entered into SAMS/Wellsky
- Attends training as directed
- Takes the lead in reconciliation of data collection
- Provides technical assistance and training to providers as necessary
- Responsible for ensuring that data is received from providers as required
- Responsible for ensuring data is entered into SAMS/Wellsky to meet report deadlines
- Responsible for reporting issues, comments, etc., to Supervisor on a timely basis
- Ensures client data are updated and maintained
- Reviews client data on an on-going basis
- Reviews client assessments to determine risk factors and follow ups with providers and documents accordingly
- Assist with SAMS/Wellsky trainings as directed
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, participating in professional societies
- Contributes to team effort by accomplishing related results as needed
- Other duties as assigned or necessary to meet the goals and objectives of NCNMEDD

QUALIFICATIONS AND SKILLS REQUIRED

- Basic office and computer skills, data entry and database management experience preferred.
- Ability to work independently, prioritize tasks, and meet deadlines
- Become familiar with SAMS/Wellsky required assessments and process
- Ability to prepare/create the necessary computerized reports
- Ability to communicate clearly and concisely, orally and in writing
- Must be able to maintain effective working relationships with NCNMEDD staff and providers
- Ability to independently plan and organize projects
- Ability to coordinate input from various organizations/individuals
- Ability to work and perform in conflict/crisis environments
- Knowledge of program planning concepts, principles, and practices
- Demonstrate behavior that maintains the organization credibility, integrity, and positive image in the community

SUPERVISORY RESPONSIBILITIES

This position does not require any supervisory responsibilities.

PHYSICAL DEMANDS

This position requires basic physical demands for working in an office environment including, sitting for long periods, using computers and other typical office equipment, driving a car/van, carrying documents, and walking.

TRAINING

Training in SAMS/Wellsky is required for this position. Standard training for all employees will be applied to this position as well as any training deemed beneficial by management in the future.

DECISION-MAKING

This position does not require decision-making responsibilities beyond those required in a typical day-to-day working environment.

COMMUNICATIONS

Reports to the Non-Metro AAA Data Center Manager and interacts with NCNMEDD employees and contractors, New Mexico State agencies staff, Federal agencies staff, state and local elected officials, the public, and private and/or corporate entities.

EQUIPMENT USED

Typical office equipment will be used such as computers, calculators, phones, copier/printers, projectors, and cars/vans.

WORK ENVIRONMENT

This position will work in a standard, smoke-free, indoor office environment with other staff.

CONDUCT

The North Central New Mexico Economic Development District (NCNMEDD) has a direct and vital impact on the quality of life for those we serve. Accordingly, the services we provide require honesty, impartiality, and fairness, and must be dedicated to the protection and promotion of the public health, safety, and welfare. As an employee and representative NCNMEDD and its Board of Directors, all

personnel are required to exhibit and practice the highest standard of honesty and integrity and must perform under a standard of professional behavior that requires adherence to the highest principles of ethical conduct in all aspects of the position.

APPLICATION DETAILS

Interested applicants must complete an online NCNMEDD employment application at ncnmedd.com. Questions about the position should be directed to Joe Rey, Data Center Manager at 575-282-4089 or jrey@ncnmedd.com.