

Job Posting

JOB TITLE Consumer Coordinator, Non-Metro Area Agency on Aging

SALARY & QUALIFICATIONS

Level	Salary Range	Required Qualifications
I	\$15.00 - \$16.83	Direct or transferable data entry, database management, and customer service skills
II	\$16.83 - \$19.23	3-5 years direct experience
III	\$19.23 - \$21.63	5+ years direct experience, preferably as a Consumer Coordinator
<i>This position allows substitution of education for experience, calculated at the discretion of management.</i>		

CLASSIFICATION Full Time, Hourly-Exempt

LOCATION Tucumcari

SUMMARY

The Consumer Coordinator position is responsible for efficiently and accurately tracking client data for older adults receiving services from Non-Metro Area Agency on Aging (AAA) providers. This position also monitors client data to identify issues or opportunities for improving services and client wellbeing.

DUTIES & RESPONSIBILITIES

Duty	Percent of total
Responsible for accurate client data entry and reconciling of data entered	65%
Develops good working relationships with Non-Metro AAA providers and assists with provider training	15%
Reviews and monitors data for specific clients to assess client wellbeing	10%
Other duties and cross-training activities	10%

EXAMPLES OF WORK PERFORMED

- Responsible for ensuring that data is received from providers as required
- Enters provider client data into WellSky as required, including to meet report deadlines
- Reconciles on an on-going basis data entered into WellSky
- Provides necessary reports to Supervisor
- Maintains files by provider for data entered into WellSky
- Attends training as directed
- Takes the lead in reconciliation of data collection
- Provides technical assistance and training to providers as necessary, including WellSky training
- Responsible for reporting issues, comments, concerns, feedback 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
- Cross trains and assists with other positions and duties within Non-Metro AAA, in particular provider assessments

- Answers phone calls as assigned, routes phone calls and emails to appropriate internal and external parties
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, 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
- Consumer Coordinator III is expected to assist the Non-Metro AAA Data Center manager with duties, special projects and additional responsibilities

QUALIFICATIONS AND SKILLS REQUIRED

Specific to Position

- Experience with data entry and database management
- Familiarity with reporting requirements of the Older Americans Act as implemented through WellSky
- Ability to become proficient with WellSky assessments and processes
- Ability to prepare/create computerized reports
- Ability to complete tasks accurately with limited supervision
- Excellent customer service skills and communication with Non-Metro AAA providers and clients
- Ability to coordinate input from various organizations/individuals
- Valid NM driver's license
- Consumer Coordinator III: Advanced office and computer skills

General

- Proficient in use of computers, Microsoft office software, and the Internet
- Ability to work independently, prioritize tasks, and meet deadlines
- Ability to assess and prioritize multiple tasks, projects and demands
- Ability to make good, sound judgment decisions
- Ability to communicate clearly and concisely, verbally and in writing
- Application of problem solving techniques
- Ability to work and perform in conflict/crisis environments
- Maintains effective working relationships with NCNMEDD staff, partner organizations, and customers
- Demonstrates behavior that maintains the organization's credibility, integrity, and positive image in the community

SUPERVISORY RESPONSIBILITIES

None

TRAVEL

Occasional travel throughout New Mexico is required for this position.

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 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 requires the use of discretion and independent judgment with respect to matters of significance for the agency as well as typical decision-making responsibilities required in a day-to-day office working environment.

COMMUNICATIONS

Reports to the Non-Metro AAA Data Center Manager and interacts with NCNMEDD employees and contractors; NCNMEDD Board; local, state and federal agencies; state and local elected officials; the public; and non-profit, 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

- Salary will vary based on education and experience.
- Position will remain open until filled.
- NCNMEDD provides Public Employee Retirement Association of New Mexico (PERA) retirement.
- Quality benefits package includes medical, dental, retirement and paid time off.
- Finalists for this position must successfully complete all pre-employment screening and requirements prior to commencing employment.
- Applicants must complete NCNMEDD Employment Application at www.ncnmedd.com.
- Email Data Center Manager at davidas@ncnmedd.com with any questions.