**Columbia County Community Healthcare Consortium, Inc.**

**Position Description**

**Position Title:** Program Assistant

**Job Class:** Program Assistant

**Program:** Navigator/Administration

**Reporting Location:** 325 Columbia Street, Suite 200, Hudson, NY 12534

**Reports to:** Lisa Thomas

**FLSA Job Classification:** Non- Exempt

**Position Summary**:

The Program Assistant is responsible for receiving in-person and telephonic inquiries about the Navigator Program, and for responding to inquiries directly or redirecting them to the appropriate member of the Navigator Team. Additionally, he/she is responsible for scheduling appointments, advising clients of the documentation they must bring to appointments, making appointment reminder calls, maintaining mailing lists and preparing outgoing mail, and generally supporting the function of the Navigator Program.

The Program Assistant is also responsible for a variety of general administrative duties, including staffing the desk in the main reception area of the Consortium, where he/she greets all visitors, responds to inquiries, and directs visitors appropriately. The Program Assistant is also responsible for answering calls to the Consortium’s main phone line, and responding to inquiries or redirecting calls, as appropriate, receiving, sorting, and distributing all incoming mail, preparing all outgoing mail, ordering and maintaining office supplies, maintaining office equipment, receiving deliveries, and other administrative support functions as directed.

**Primary Functions:**

1. **Navigator Program Assistant duties**

* Present a courteous, helpful, friendly demeanor at all times
* Be neatly groomed and professionally attired
* Receive in-person and telephonic inquiries about the Navigator Program and respond directly or redirect to the appropriate member of the Navigator Team
* Schedule clients for appointments for the Navigator Program
* Enter client/appointment information into the Family Health Plus Program
* Notify clients of the documentation that must accompany them to appointments
* Make appointment reminder calls to Navigator Program clients
* Maintain mailing lists, prepare outgoing mail, label outreach materials, and generally support the function of the Navigator Program as directed
* Enter Navigator schedules into the Family Health Plus Program on a monthly basis
* Order office supplies as needed

**Weight: 60%**

1. **General Administrative Duties**

* Present a courteous, helpful, friendly demeanor at all times
* Be neatly groomed and professionally attired
* Greet visitors to the facility, respond to inquiries or redirect them appropriately
* Answer CCCHC phones, respond to general inquiries or redirect calls appropriately
* Maintain databases of client intake surveys for several programs and generate quarterly reports
* Collect donations and submit to Fiscal twice a week
* Mail appointment reminders for Cancer Services Program
* Prepare and mail “fit kits” for Cancer Services Program
* Call clients to remind them to send in their forms for Cancer Services Program
* Perform a variety of clerical work as assigned including posting and maintaining records, typing and duplicating materials, receiving, sorting and distributing mail, preparing bulk and certified mail, scheduling and receiving deliveries, etc.
* Maintain and operate office equipment including postage meter, copier, facsimile, paper shredder and others as assigned
* Maintain office supplies, including researching prices, preparing purchase orders, obtaining approvals, and placing orders
* Maintain small and large conference room schedules
* Keep track of keys
* Fill in for Building Receptionist when needed
* Various other administrative support functions as directed

**Weight : 40%**

**Expectations of All Staff:**

1. Adhere to the mission and values of the organization.
2. Adhere to the policies and procedures of the organization.
3. Treat all clients with dignity and respect.
4. Maintain the confidentiality of clients and staff.
5. Maintain the safety of the workplace.
6. Follow directives.
7. Make prudent use of resources.
8. Display a cooperative attitude as a member of both a program team and the agency overall.
9. Be punctual and dependable.
10. Be flexible and accommodating.

**MINIMUM POSITION REQUIREMENTS AND WORKING CONDITIONS**

**REQUIRED EDUCATION, EXPERIENCE AND SKILLS:**

Minimum of a High School Diploma or GED, Two year/ Associate Degree and Spanish as a second language are preferred. Experience dealing with diverse populations and excellent customer service skills. Knowledge of modern office practices and procedures, including telephone and e-mail etiquette. Knowledge of proper grammar and spelling. Ability to work as a part of a team and read and comprehend verbal and written instructions. Computer literacy and keyboarding skills with knowledge of appropriate software.

**OTHER REQUIREMENTS:**

🗹 Check off all qualifications that are *required* for this position.

\* Those qualifications that are *preferred* may also be indicated putting an asterisk next to them.

### **PHYSICAL REQUIREMENTS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

🞎 Sedentary work--Prolonged periods of sitting and exerts up to 10 lbs force occasionally.

🗹 Light work--Exerts up to 20 lbs force occasionally, and /or up to 10 lbs frequently.

🞎 Medium work--Exerts up to 50 lbs force occasionally, and/or up to 20 lbs frequently, and/or up to 10 lbs constantly.

🞎 Heavy work--Exerts up to 100 lbs force occasionally, and/or 50 lbs frequently, and/or 20 lbs constantly.

🞎 Very heavy work--Exerts over 100 lbs force occasionally, and/or over 50 lbs frequently, and/or over 20 lbs constantly.

**The minimum requirements of this position require the individual to:**

🞎 Stand for up to hr(s)/day

🗹 Sit for up to 7 hr(s)/day

🞎 Walk for up to hr(s)/day

🗹 Perform repetitive tasks/motions

🗹 Distinguish colors

🗹 Hear alarms/telephone/tape recorder/normal speaking voice

🗹 Have good manual dexterity

🗹 Have good eye-hand-foot coordination

🗹 Have clarity of vision: Near (< 20”); Mid (>20” - < 20’); Far (> 20’)

**Evaluate the requirements and activity percentage in time for this position based on the following:**

*1 - Not at all (0%); 2 - Occasionally (1 - 33%); 3 - Frequently (34 - 66%); 4 - Continuously (67 - 100%)*

1 Climbing

3 Bending

2 Crouching

2 Squatting

1 Crawling

2 Kneeling

2 Balancing

1 Pulling with force

3 Reaching above head

\_\_3\_\_\_ Reaching above shoulder

3 Twisting at waist

2 Push/pull (up to 20 lbs)

3 Lift/carry (up to 10 lbs)

3 Lift from floor level up

3 Lift from waist level up

2 Lift above shoulders/head

**OTHER REQUIREMENTS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Ability to work flexible work hours

(some evenings and weekends)

🗹 Manages stress appropriately

🗹 Makes good decisions under pressure

🗹 Manages anger/fear/hostility/

violence of others appropriately

🗹 Handles multiple priorities

* Manages conflict resolution

🗹 Able to work alone/independently

🗹 Able to work in areas that are confined and/or crowded

* Valid NYS Driver’s License

**WORKING CONDITIONS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

🞎 Exposure to toxic/caustic/chemicals/detergents

🞎 Exposure to extreme conditions, hot/cold

🞎 Exposure to dust/fumes/gases

* Exposure to moving mechanical parts

🞎 Exposure to communicable diseases

🞎 Exposure to excessive sunlight

🗹 Primarily indoors

* Primarily outdoors
* Combination of indoors and outdoors (50:50)

🗹 CRT (computer) monitor

🞎 Operating heavy equipment

🞎 OTHER:

*\_\_\_*\_\_\_\_\_\_\_\_

This position description was reviewed and approved as follows:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director of Consumer Assistance Programs Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Executive Director Date

Position description created August 8, 2017.

EMPLOYEE RECEIPT/ACKNOWLEDGEMENT

By signing below, I acknowledge that the description for this position is not designed to cover or contain a comprehensive listing of tasks, activities, duties or responsibilities. Additionally I acknowledge that management reserves the right to revise the position description and to require that other tasks be performed when the circumstances of the job change (for example, emergencies, and changes in personnel, workload or technical development).

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have received and reviewed the description for the position of Program Assistant. I understand the responsibilities of this position.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date