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: Director of Consumer Assistance Programs

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, they are 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 they greet all visitors, respond to inquiries, and direct visitors appropriately. The Program Assistant is also responsible for answering calls to the Consortium's main phone line, responding to inquiries or redirecting calls, receiving, sorting, and distributing all incoming mail, handling and recording receipts, 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 (60% of time and effort)**

   - 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 various other program support functions as needed

2. **General Administrative Duties (40% of time and effort)**

- Present a courteous, helpful, and friendly demeanor at all times
- Be neatly groomed and professionally attired
- Greet visitors to the office, respond to inquiries or redirect them appropriately
- Answer CCCHC phones, respond to general inquiries or redirect calls appropriately
- Perform a variety of clerical work as assigned including, but not limited to: scanning and duplicating materials; receiving, sorting and distributing incoming mail; preparing outgoing mail; scheduling and receiving deliveries, etc.
- Stamp and record incoming checks in a Deposit Log for submission to the Fiscal Office
- Prepare correspondence to acknowledge donations
- Mail outgoing checks
- Maintain and operate office equipment including postage meter, copier, facsimile machines, paper shredders 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
- Prepare and post the weekly staff schedule
- Prepare staff and visitor logs and badges for reception desks
- Maintain keys for office suite, individual offices, filing cabinets, etc.
- Fill in for the Building Receptionist when needed
- Various other administrative support functions as directed

Expectations of All Staff:

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

- ## MINIMUM POSITION REQUIREMENTS AND WORKING CONDITIONS

REQUIRED EDUCATION: Minimum of a High School Diploma or GED

REQUIRED SKILLS: Excellent customer service skills in person, by phone or in writing. Knowledge of proper grammar, spelling, format, and etiquette for written communications. Computer literacy and keyboarding skills with knowledge of the MS Office Suite.

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 __.5__ hr(s)/day
☑ Sit for up to _7_ hr(s)/day
☑ Walk for up to_.5__ 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	Reaching above head
3	Bending	3	Reaching above shoulder
2	Crouching	3	Twisting at waist
2	Squatting	2	Push/pull (up to _20_ lbs)
1	Crawling	3	Lift/carry (up to _10_ lbs)
2	Kneeling	3	Lift from floor level up
2	Balancing	3	Lift from waist level up
1	Pulling with force	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)
☐ Computer monitor
☐ Operating heavy equipment
☐ OTHER:
   _____

DOCUMENT HISTORY AND APPROVAL

This position description was created and/or updated on April 16, 2024.

This position description was reviewed and approved as follows:

_____   _____

Director of Consumer Assistance Programs   Date

_____   _____

Executive Director   Date

EMPLOYEE ACKNOWLEDGEMENT

By signing below, I acknowledge the following:

- I have received and reviewed the description for the position of Program Assistant

- I understand that the position description 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:_____