

## **B/S/S/T AREA AGENCY ON AGING**

### **Notice of Vacancy** **Posting Date: December 2, 2020**

#### **VACANCY INFORMATION:**

The Area Agency on Aging has a vacant position.

**Position:** Secretary/Benefits Counselor  
**Classification:** Aging Case Aide 2  
**Location:** Wellsboro-Tioga County  
**Starting Salary:** \$23,211.12  
**Work Hours:** 8:00am-4:30pm, Monday - Friday  
**Type of Employment:** Full Time  
**Job Description:**

Performs clerical duties, greets the public and enters data into SAMS/OMNIA data system. Public contact work providing information and education to the general public and seniors on available aging services and various entitlement programs.

#### **Responsibilities:**

1. Perform receptionist/clerical duties by greeting visitors, directing individuals to proper staff and gathering initial information.
2. Answer telephone calls, screen calls, and route calls to appropriate staff.
3. Type documents from hand written draft, by email, etc. into final form by transferring information onto letters, reports, etc.
4. Examine in-coming mail, stamping for date received, distributing mail, preparing outgoing mail (i.e., preparing envelopes, making necessary file copies, stamping and mailing).
5. Organize work flow by reading and routing correspondence, collecting information, recording donations received and initiating telecommunications.
6. Maintain travel schedule of staff and supervisors for planning/scheduling meetings. Responsible for schedule coordination of agency conference room.
7. Verify documents by proofreading to insure typographical and grammar accuracy.
8. Maintain office supply inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies and verifying receipt of supplies.
9. Maintain numerical filing system to retrieve and file documents.
10. Ensure operation of agency equipment by completing preventive maintenance, trouble shooting malfunctions, calling for repairs, and maintaining equipment parts inventory.
11. Operate copy machine and FAX machine.
12. Enter Apprise/SHIP Forms into OMNIA data base.
13. Assist with completing intake for AAA services consistent with local AAA office policy.
14. Provides information and referral services to older persons to help them understand available community resources to meet their individual needs.
15. Makes appropriate referrals to other human/social service agencies.

16. Assists with the completion of applications for entitlement programs, i.e., PACE, Property Tax/Rent Rebate, etc.
17. Assists visitors at the AAA Office by providing information on available aging programs, entitlement programs and community resources.
18. Schedules appointments for annual AARP Tax Assistance and Medicare Open Enrollment Period.
19. Providing or making provisions for health insurance counseling to Medicare beneficiaries and their family members.
20. Act as a spokesperson in interpreting Medicare and related health insurance policies to Medicare beneficiaries and the general public.
21. Attend trainings and conferences as requested by AAA.
22. Other tasks as assigned.

**Required Knowledge, Skills and Abilities:**

1. Ability to promote a positive, friendly and professional image to the public and professional community.
2. Possess effective communication skills both orally and in writing.
3. Knowledge of the English grammar, punctuation, spelling, etc., as well as skills associated with general office and secretarial skills.

**Minimum Training and Experience Requirements:**

One (1) year as an Aging Case Aide 1; or two (2) years of public contact work, including one year in a human services program; or any equivalent combination of experience and training.

**ELIGIBILITY REQUIREMENTS:**

Applicants must meet the minimum experience and training requirements:  
One year as an Aging Case Aide 1; or 2 years of public contact work, including one year in a human services program; or any equivalent combination of experience and training.

**APPLICATION PROCEDURES:**

All applicants for this position must submit an interest to Bridget Worthington, Contract Compliance Officer, at [bworthington@bsstaaa.org](mailto:bworthington@bsstaaa.org) or by writing to Area Agency on Aging, 220 Main Street, Unit 2, Towanda, PA 18848 by **4:30pm on December 9, 2020**. Additional information may be obtained by contacting Bridget Worthington at (570) 265-6121.  
An Equal Opportunity Employer.