

JOB DESCRIPTION

PROGRAM: **STEP Office of Aging**

JOB TITLE: **Administrative Specialist/SCSEP Coordinator**

PAY GRADE: **8**

JOB SUMMARY

This highly responsible position will oversee and implement all operational aspects of the Office of Aging consumer database, including local data system administration, collection, input, and report generation. This detail-oriented position oversees the invoicing and collections for the OPTIONS Cost Sharing Program and Protective Services, including reconciliation of bills with orders and care plans.

Responsible for fostering and promoting useful part-time work-based training opportunities in community organizations for unemployed individuals aged 55 and older who meet income guidelines. Develop and implement methods for recruiting participants and host agencies.

SUPERVISORY RELATIONSHIPS

SUPERVISES: SCSEP Participants as appropriate

REPORTS TO: Office of Aging Director

ESSENTIAL QUALIFICATIONS

- ☐ High school diploma or GED certificate; Associate degree specializing in business, management information, office administration or related field preferred; and,
- ☐ Minimum of two years of experience with each of the following:
 - Collection, input, and organization of data and information; and the research and compilation of reports;
 - Clerical and administrative responsibilities utilizing a variety of office equipment and demonstrating a high-level of attention to detail; and,
 - Operating personal computer hardware and software used in desktop, laptop, and networking environments using Windows operation system and Microsoft Office programs.

GENERAL REQUIREMENTS

- ☐ Valid driver's license and vehicle with adequate insurance coverage available for daily use;
- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- ☐ Clear speaking voice and the mental and physical ability to perform essential job functions with or without any health restrictions, including the ability to sit, stand, climb stairs, and safely lift and carry twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges;
- ☐ Non-traditional work hours, if assigned; and,
- ☐ Participation in job-related trainings, if assigned.

SPECIFIC DUTIES

- ❖ Trains Office of Aging Informational Assistants and other staff in data entry and other clerical work for completeness, accuracy, and professional appearance; ensures cross-training of staff to maximize performance and to provide effective back-up;
- ❖ Responsible for the administration of the software modules for the consumer database; including

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- data collection, data input, data queries, electronic transmission of data, and generation of reports for STEP, the Aging Program, and the Pennsylvania Department of Aging (PDA);
- ❖ Acts as the system administrator for the software module that administers the complex linkage between the various modules which record consumer information for all Aging Program services;
 - ❖ Responsible for training staff on effective usage of all the software modules and assists other staff in troubleshooting day-to-day database issues;
 - ❖ Responsible for registration with PDA and/or SAMS user identifications, passwords, and assigning access levels for users;
 - ❖ Maintain accurate, complete, and up-to-date information in pre-defined tables;
 - ❖ Ensures the accuracy and currency of all policies, procedures, and guidelines by reviewing and updating documentation as changes occur through PDA and other departments;
 - ❖ Participates in webinars and training to ensure that all policies are up to date and implemented as appropriate;
 - ❖ Responsible for providing administrative support by organizing and maintaining files, processing paperwork, uploading documents, and accurately entering information into computer databases including but not limited to Protective Services;
 - ❖ Acts as liaison with the Information Services Department to ensure the maintenance of the software; including coordination of updates and upgrades required by PDA;
 - ❖ Responsible for the development of administrative record keeping systems and mechanisms to ensure program compliance and act as an effective supplement to the consumer database;
 - ❖ Reconciles and verifies the bills from meal contractors with the meals ordered and served reports from the Centers for Healthy Aging before forwarding bills for payment authorization;
 - ❖ Reconciles in-home service providers' billing with consumer care plan's authorized hours;
 - ❖ Records transportation billing in consumer records and assures accuracy of billing;
 - ❖ Works cooperatively with Aging Program supervisors in social services and Centers for Healthy Aging, reports problematic data integrity issues to them for resolution with their staff;
 - ❖ Administers a petty cash account;
 - ❖ Oversees and/or performs data collection and invoicing, tracking, and deposit of receipts for the OPTIONS Cost Share Program;
 - ❖ Oversees recording and deposits of donations and cost share payments received in the Aging Program Administrative Office;
 - ❖ Maintains and orders all office supplies for all Program sites;
 - ❖ Attends bi-monthly Advisory Council meeting; prepares minutes from meetings and distributes them and any additional materials to Council Members;
 - ❖ Monitors condition of office equipment; conducts or schedules maintenance, as required;
 - ❖ Oversees the maintaining and adequate supply of agency forms including professionally printed materials;
 - ❖ Reviews and codes routine invoices for Director's approval;
 - ❖ Performs routine office tasks necessary for the operation and presentation of a professional office;
 - ❖ Ensures that all administrative work reflects the highest professional standards;
 - ❖ Recruits and provides orientation to SCSEP participants and host agencies;
 - ❖ Monitors host agency for compliance;
 - ❖ Determines income eligibility pursuant with the USDOL's Training and Employment Guidance Letter No. 12-06 and the most recent federal poverty guidelines issued by the US Department of Health and Human Services;
 - ❖ Assesses participants at least twice per 12-month period;
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- ❖ Develops an Individual Employment Plan (IEP) to reflect the needs of the participants as indicated by the assessment;
- ❖ Develops a system to transition participants once maximum enrollment duration has expired;
- ❖ Prescribes corrective action and follow-up procedures including terminations to remedy problems;
- ❖ Communicates and works directly with Director in completing necessary tasks;
- ❖ Ensures the collection and reporting of required data and maintains documentation for the required timeframe; and,
- ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - STEP Office of Aging organization and its services;
 - English grammar, spelling, and punctuation;
 - State-required Aging services database system (e.g., SAMS and Omnia);
 - Programs, policies, rules, and regulations which relate to administration and management, and the proper conduct and actions necessary in maintaining harmonious working relationships;
 - Techniques used in planning and assigning work based on priority criteria and ensuring smooth and efficient processing flow by distributing assignments to approved staff; and,
 - Microsoft Office Professional Suite, including but not limited to Microsoft Word, Outlook, Excel, Access, Power Point, and Publisher components.
- ❖ Skill in the following:
 - Use of tracking and reporting systems, including automated management information systems;
 - Operating personal computer hardware used in desktop, laptop, and networking environments; using modems, monitors, mouse, keyboard, scanners, and printers;
 - Writing and editing, as they would relate to the production of reports, work plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
 - Command of multiple oral communication skills, such as speaking, listening, and interviewing; and,
 - Building and working within complex management and services delivery systems.
- ❖ Ability to perform the following:
 - Learn, implement, and effectively utilize evolving technologies and informational systems within an office environment;
 - Plan and organize work, prepare adequate records and reports, and demonstrate a high-level of attention to detail;
 - Track and manage service cost share billings and receipts;
 - Process time and mileage forms;
 - Initiate projects within pre-defined parameters;
 - Examine and review files, forms, documents, and records that have been processed by staff in order to ensure accuracy, completeness, and compliance with Program rules and regulations;
 - Present ideas, methods, procedures, and instructions that relate to a function which may include multiple processes, in a clear and effective manner whether it be orally or in writing;
 - Establish and maintain effective, customer-friendly working relationships with customers,

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- other staff members, outside agencies and institutions, and the general public;
- Orient and instruct staff on procedures, techniques, and performance standards and regulations on electronic and paper records;
 - Understand and follow oral and written instructions;
 - Proofread various types of information for conformance with prescribed pattern and form in order to assure adherence to instructions and clerical procedures;
 - Transfer information on to or from forms which occur in random order and present it in modified form according to rules and procedures;
 - Collect and organize material for reports by determining the information source, appropriate information, and form of presentation;
 - Operate office equipment, networked computer workstations, a variety of printing and photocopying devices, as well as the ability to instruct others in their use;
 - Be creative, resourceful, and flexible;
 - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
 - Collect, analyze, and process information quickly and efficiently;
 - Take initiative and exercise independent judgment;
 - Prioritize multi-tasked and multi-faceted work;
 - Soundly interpret and apply regulation, policies, and procedures;
 - Establish effective, collaborative partnerships with people from varied social, economic, and educational backgrounds;
 - Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
 - Project a positive image;
 - Think creatively and work cooperatively with staff and outside agencies to promote and improve services;
 - Organize, prioritize, and establish schedules to accomplish program goals and evaluate the delivery of services and program objectives;
 - Prepare and maintain written records and reports;
 - Interpret written and oral information;
 - Identify and meet goals, objectives, outcomes, and timelines within broad parameters and work independently of direct supervision;
 - Interpret laws, regulations, and directives;
 - Perform arithmetic calculations sufficient for reconciling invoices and preparing for payment, billing, cost sharing, etc.; and,
 - Respect and maintain confidentiality of agency, consumer, fiscal, and personnel related information.