



Senior Company Program (SCP) Support Specialist Job Description

Department: Area Agency on Aging
Reports to: Senior Company Program Manager

General Statement of Duties

Performs a variety of responsible public contact and administrative support duties in support of volunteer recruitment and management.

Distinguishing Features of the Class

An employee in this class performs a variety of public contact and administrative support duties. Work includes volunteer recruitment/management, word processing, data entry, filing, relaying information, and/or records maintenance work. The employee is expected to have a general understanding of the work unit and its services to respond to inquiries and perform the daily functions; non routine questions or situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Work is performed remotely under regular supervision and is evaluated through observation and conferences for the quality and effectiveness of work completed and customer service excellence.

Duties and Responsibilities

Essential Duties and Tasks

- Recruit, train and manage non stipend volunteers in Senior Corps program;
- Screen applications, perform required Criminal History checks, provide orientation, assign to volunteer stations.
- Submit/process reimbursement requests for non stipend volunteer mileage;
- Maintain accurate required records/files on non stipend volunteers;
- Answers requests for information from customers or the general public who use the organization's services; identifies procedures that address needs or refer customer to proper staff member; follows-up with customers or other processes to insure proper disposition.
- Inputs information into an automated system such as Microsoft Office- a word processing program or data base; reviews and verifies records, reports, maps, applications or other documents to ensure that information is provided, thorough, accurate, and correct; registers participants and records services.
- Compiles information using standardized forms, procedures, or specific instructions; enters information into spreadsheets, data bases, etc.
- Types letters, reports and other materials; proofreads materials for typographical or spelling errors.
- Creates records by posting general program activity on established forms, files, and other record keeping devices.
- Generates reports from the automated systems used.
- Places materials and records in alphabetical or numerical order for proper filing into the appropriate record keeping system, such as a permit or purchasing system.
- Assists Senior Companion Program Manager with regular In Service trainings and recognition events for volunteers.
- Attends and participates in Area Agency on Agency staff meetings.

Additional Job Duties

- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Working knowledge of office practices and procedures, grammar, and punctuation.
- Working knowledge of word processing, data base maintenance, spreadsheet data entry, and other specific information technology applications.
- Working knowledge of organization programs and services.
- Skill in volunteer recruitment/volunteer management
- Skill in customer service including problem-solving and conflict resolution.

- Ability to work with older adults and community agencies
- Ability to work independently and remotely.
- Ability to communicate effectively in person and by telephone.
- Ability to follow oral and written instructions and procedures.
- Ability to type and/or enter data with accuracy at the speed required by the particular program or position utilizing the services of this role.
- Ability to learn and apply filing systems and to arrange and place records, reports, and files into a proper sequence.
- Ability to compile information from data processed or records kept.
- Ability to establish and maintain effective working relationships with the general public and other employees.

Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances.
- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

Physical Requirements

- Must be able to physically perform the basic life operational functions of standing, walking, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to prepare figures and data, operate a computer, proof work, and do extensive reading.

Desirable Education and Experience

- Graduation from high school and administrative support experience involving heavy public contact and document production; volunteer recruitment/volunteer management experience; or an equivalent combination of training and experience.

Special Requirements

- Possession of a valid North Carolina driver's license and access to a car on a regular basis that may be required in the performance of work.

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