

Senior Health Insurance Counseling for Kansas (SHICK) Program Assistant Position Description

K-State Research and Extension-Sedgwick County

Employer and Supervisor: The SHICK program assistant reports to the County Extension Director and the Adult Development and Aging FCS Agent. The position is contingent on funding from the SHICK grant, which provides compensation.

Location: Sedgwick County Extension Education Center, 7001 W 21st St N, Wichita, KS

Position Type: 8:00 a.m. to 5:00 p.m., Monday-Friday; some evenings and weekends may be required.

SHICK Program Description: The SHICK program provides unbiased information on Medicare and other insurance that works with Medicare to beneficiaries and family members. The program is not affiliated with insurance companies or financial institutions.

Compensation: \$12 an hour; full-time; includes annual leave; paid vacation; paid holidays; sick leave; KPERs retirement plan; and optional health insurance.

Responsibilities:

- Present a professional impression of K-State Research and Extension Sedgwick County and the SHICK program while interacting with the public.
- Respond to questions from the public about the SHICK program, Medicare options, and other questions about Medicare. Answer and respond to calls from the SHICK statewide 1-800 call center.
- Schedule appointments for staff and volunteers using online appointment software.
- Record volunteer time, and assist with filing.
- Input data, file beneficiary information and perform other clerical needs for the SHICK program.
- Assist agent with Medicare Options classes, health fairs, and other outreach presentations as requested by the agent.
- Counsel Medicare beneficiaries on Medicare benefits and other insurance that works with Medicare.
- Other duties as assigned by agent and director.

Preferred Knowledge, Skills and Abilities

- High School Diploma/GED required; preference will be given to individuals with a college degree.
- Ability to represent the office in a professional manner.
- Detailed oriented, strong organizational skills, and excellent time management.
- Knowledge and proficiency in English, spelling, grammar, and basic math.
- Capable of keeping sensitive information confidential.
- Willingness to adhere to and follow office policies and procedures.

- Ability to use Microsoft Word, Excel, Office, Publisher, and other software programs.
- Ability to record, file and retrieve information.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain effective working relationships with staff and volunteers.
- Experience working in a human services setting; background working with diverse individuals, and those from different socio-economic backgrounds.
- Ability to deal with difficult and stressful situations in a calm and professional manner.

This work is primarily sedentary and will be performed at a desk or in the office environment. This position may require some repetitive movement of the arms and hands. There may be some moderate physical exertion such as carrying supplies and other items associated with educational events.

Application, resume, and three professional references are required and must be sent to Teresa Hatfield, thatfield@ksu.edu by 5:00 p.m. on Wednesday, April 12th.

OFFICE PROFESSIONAL - APPLICATION FOR EMPLOYMENT
K-State Research and Extension
Kansas State University

A resume may be attached.

County/District

NAME

First Name

Middle Initial

Last Name

ADDRESS

Street Address

City

State

Zipcode

TELEPHONE (Home)

(Daytime)

E-MAIL ADDRESS

I will accept: Full Time

Part Time

Temporary

What is the earliest date you will be available to start work?

EDUCATION

High School Diploma or GED certificate Yes

No

COLLEGE, BUSINESS OR VO-TECH SCHOOLS ATTENDED

List names and locations of schools, degrees or certificates received and special skills learned. Limit 750 characters

COMPUTER SOFTWARE EXPERIENCE - List name(s) of software program(s) and years of experience. Limit 600 characters

EQUIPMENT- List office equipment with which you have training and/or experience. Limit 600 characters

K-State Research and Extension is an equal opportunity provider and employer.

JOB SKILLS

This is a skill inventory to determine relevant education and/or work experience for the skill(s). Please ✓ all box(es) that apply.
Indicate years of experience.

SKILL DEFINITION	TRAINING	YEARS OF EXPERIENCE
OFFICE SUPPORT/CLERICAL WORK: General office, clerical and administrative support work; and/or course work at the high school or post-high school level in English, spelling, typing, computers, or business or office practices.		
GENERAL BOOKKEEPING: Recording/verifying/classifying accounts payable and/or accounts receivable transactions; and/or training at high school or post-high school level in bookkeeping, accounting, spreadsheet applications, business math, business law and/or business taxes.		
Automated Bookkeeping: Recording, verifying, classifying and/or reporting transaction in an automated accounting or spreadsheet system.		
CLERICAL SPECIALITIES: Office Management: Coordinating activities of an office, such as typing, bookkeeping, preparation of payrolls, flow of correspondence, filing, requisition of supplies, and other clerical services.		
Operating Copiers: Operating and maintaining a copy machine in making copies, may include collating, stacking and stapling functions.		
Operating Mailing-Machine: Operating machines that address, weigh, and tie into bundles printed publications, such as magazines, catalogs, letters and pamphlets for mailing according to zip code.		
Mail Handling: Sorting, processing, and delivering mail.		
Filing: Classifying, sorting and filing correspondence, records and other data in alphabetical or numerical order, or according to subject matter or other filing systems.		
Answering Multiple-Line Telephone: Answering and operating a multiple line telephone that features second call answering, automatic dialing, busy override, three way transfer, conferencing and call waiting, etc.		
Receptionist Duties: Greeting the public, referring telephone calls and persons to offices or office personnel.		
Cashiering: Receiving and disbursing money and recording transactions.		
General Recording: Preparing, reviewing, maintaining, routing and coordinating recorded information; checking records and schedules for accuracy.		
Payroll/Personnel Record keeping: Computing and posting wage data to payroll records; such as income tax withholding, social security payments, union dues, and insurance; and entering net wages on earning record cards, checks payroll sheets, etc.		
KEYBOARDING OPERATION: Keyboard operating and/or education at the high school or post-high school level in typing, data entry, word processing.		
Entering Data into Computer: Entering data and record changes into a computer software application.		
Desk Top Publishing: Using word processing software to create documents such as: letterhead, newsletters, advertisement, flyers, graphics, etc.		
Merging Documents: Using software functions, keys or programs in combining files or parts of files into a single document for word processing, spreadsheet or data management application.		
Add Graphics to Documents: Creating and adding graphics/charts to word processing/spreadsheet documents.		
Designing and maintaining web pages: Creating and modifying information and documents on websites.		
GENERAL SECRETARIAL DUTIES: Carrying out general administrative or office duties which may include operational functions of an organization unit.		
Maintain Appointment Log: Maintaining an appointment log for staff.		

SKILLS DEFINITION (CONT.)	TRAINING	YEARS OF EXPERIENCE
GENERAL SKILLS: Composing Correspondence: Writing general business letters and reports, using prescribed format and conforming to all rules of punctuation, grammar and style.		
Proofreading and Editing: Proofreading and editing written materials to ensure compliance with punctuation and grammar rules.		
Preparing Specifications: Developing written, detailed requirements for purchase, modification or repair of equipment, vehicles and/or facilities.		
Graphic Data Presentation: Determining media and format for graphic presentation of data.		
Budget Preparation: Preparing a budget through analyzing past and present financial operations and estimating future revenues and expenditures.		
Mathematics-Basic: Studying or applying the basic mathematics principles of addition, subtraction, multiplication or division.		
Project Management: Directing the overall execution of a defined project including development of processes/procedures with respect to time restraints.		
Lead worker: Assigning, instructing and reviewing work of others on a daily or special project basis.		
Supervisory: Assigning, and reviewing the work of subordinates, rating work performance, hiring or recommending hiring, resolving, disciplinary problems and grievances.		
Administrative: Executing organizational policy, goals or objectives.		

Please list any job skills you may have that are not listed above.

WORK HISTORY

List in order all positions you have held starting with most current, including any time you were in business for yourself and any periods of military service. If your duties changed significantly in the course of any employment, indicate changes as separate employment. Resume may not be substituted for following employment history.

Last or Present Employment

Employer: _____ Job Title: _____
 Address: _____ Dates of employment: _____ to _____
 Phone: _____ Hours per Week: _____ Immediate Supervisor: _____
 Type of Business: _____ # of People Supervised: _____ for _____ years _____ months
 Duties While Employed (also list equipment used regularly in the work of this position): _____

Reason for Leaving: _____

Other Employment

Employer: _____ Job Title: _____
 Address: _____ Dates of employment: _____ to _____
 Phone: _____ Hours per Week: _____ Immediate Supervisor: _____
 Type of Business: _____ # of People Supervised: _____ for _____ years _____ months
 Duties While Employed (also list equipment used regularly in the work of this position): _____

Reason for Leaving: _____

Other Employment (CONT.)

Employer: _____ Job Title: _____
Address: _____ Dates of employment: _____ to _____
Phone: _____ Hours per Week: _____ Immediate Supervisor: _____
Type of Business: _____ # of People Supervised: _____ for _____ years _____ months
Duties While Employed (also list equipment used regularly in the work of this position): _____

Reason for Leaving: _____

Employer: _____ Job Title: _____
Address: _____ Dates of employment: _____ to _____
Phone: _____ Hours per Week: _____ Immediate Supervisor: _____
Type of Business: _____ # of People Supervised: _____ for _____ years _____ months
Duties While Employed (also list equipment used regularly in the work of this position): _____

Reason for Leaving: _____

REFERENCES

May we contact your present employer regarding your qualifications? Yes No

Please list three persons in addition to the employers named above. Do not include relatives.

Name _____ Telephone _____
Address _____

Name _____ Telephone _____
Address _____

Name _____ Telephone _____
Address _____

To the best of my knowledge, all answers to the foregoing are true and correct. I hereby grant permission to K-State Research and Extension to contact each of my former employers listed above concerning my qualifications for employment. Permission is also granted to each of my former employers to give K-State Research and Extension information they may have with respect to my work experience with them.

Signature