

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

K-State Research and Extension-Sedgwick County

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**Employer and Supervisor:** The SHICK program assistant reports to the county 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 21<sup>st</sup> St N, Wichita, KS

**Position Type:** Full Time, 40 hours per week

**General Responsibilities:** The SHICK program assistant provides support and assistance to the SHICK program.

## **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, and other insurance questions related to Medicare.
- Schedule appointments for staff and volunteers.
- Maintain volunteer records, and record volunteer time.
- Input data, file beneficiary information and perform other clerical duties as needed for the SHICK program.
- Answer and respond to calls from the SHICK statewide hotline.
- Assist agent with Medicare Options classes, health fairs, and other outreach presentations as required.
- Perform Medicare Counseling as required.

## **Knowledge, Skills and Abilities**

- High School diploma/GED required, Bachelor's Degree preferred
- Ability to represent the office in a professional manner
- Detailed oriented and organized
- Knowledge and proficiency in English, spelling, grammar, and basic math
- Knowledge of the operation of office equipment and personal computers
- Able to keep sensitive information confidential
- Ability to learn and apply and follow rules, policies and procedures
- Ability to use Microsoft Word, Excel, Office, Publisher, and other software programs as needed
- 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
- Must be SHICK trained or have the ability to take and pass the SHICK training courses
- Ability to understand and problem solve for difficult insurance questions and problems
- 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.

Some evenings and weekend work may be required.

**Benefits:** Paid Holidays, vacation, sick, KPERS, health insurance

**Compensation:** \$15.00 per hour