

SCHEDULING SPECIALIST

GENERAL SUMMARY

The ideal candidate is a self-starter with the ability to work independently and take initiative when in the best interest of the client or the Department. The employee is to provide varied and complex support and customer service assistance requiring significant knowledge of departmental programs and activities.

Schedules community-based services provided by the Grand Traverse County Commission on Aging field staff to their clients. These services include housecleaning, home health care, respite care and medication management Responsible for coordinating up to 40 schedules by the day, week and month. Communicates regularly with COA clients, management team and field staff.

Employees work as part of the COA team and are responsible for ensuring that the team meets its objectives of providing superior customer service to our clients. Employees must meet the minimum requirements and conditions of employment and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodation. This position may require irregular hours. It will also require travel by the employee in the employee's own vehicle or other means of transportation.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Schedules all client home-based services provided by the COA field staff.
- Interacts with clients, monitors client situation and environment, and reports all potentially harmful or unusual situations to a supervisor.
- Prepares and maintains accurate records of client services and related information.
- Processes, compiles, researches and analyzes information, and prepares and verifies reports, correspondence, and other documents utilizing applicable software, within established procedures.
- Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing.
- Enters, verifies, and reconciles information and data. May develop spreadsheets, databases, or reports.
- Performs basic mathematical calculations to balance, reconcile, and maintain records.
- Creates forms, calendars, and/or other collateral materials in support of COA operations and activities
- Sorts, files, and maintains materials and filing systems (paper, computer, or imaging), retrieves file materials, and keeps a record of file movement.
- Use a wide variety of machines such as printers, personal computers, facsimile machine, postage machine, adding machine, scanners, copiers and phone messaging system.
- Participates in staff meetings, training sessions, and/or other related meetings.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School or G.E.D.
- One to two years of experience in appointment and/or route scheduling
- One to two years of related experience working with seniors preferred

CERTIFICATIONS, LICENSES (minimum requirements)

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.
- CPR and First Aid certification.

CONDITIONS OF EMPLOYMENT (legal or contractual pre- employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Manual labor for job tasks is required and includes regular contacts with the public and co-workers to obtain and/or provide information. Employees receive moderate supervision and work involves carrying out duties according to standard practice or general instructions without continuous and direct control. Errors could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction and may require intervention from a higher-level manager and could affect others outside of a department. This job is not part of a series.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- May be required to reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; smell; use hands to finger, handle, or feel.
- Work is performed in an office environment and client homes.
- May be exposed to risk of infectious diseases.
- May occasionally be required to lift/move up to 50 pounds (such as a box of paper)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Interpersonal skills necessary to work courteously and effectively with other employees and clients.
- Sensitivity to the needs of older adults.
- Ability to work independently.
- Ability to use sound judgment to detect unusual, harmful, or emergency situations and act accordingly.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job, including the consistent documentation of care provided to clients with each visit
- Ability to consistently demonstrate honest ethics and judgment.
- Ability to maintain the confidentiality of information and professional boundaries.
- Ability to use County resources effectively and efficiently