



Well-being as we age

POSITION TITLE: Home Repair Record Keeper and Program Assistant

Job #: 03-MH-0019
Program: Minor Home Repair/ Home Solutions
Reports to: Home Repair Supervisor
FLSA: Full-Time, Non-Exempt
Wage: DOE (Range is \$15.14-\$17.84)

SUMMARY:

This position provides highly accurate recordkeeping and administrative support to the Minor Home Repair and Home Solutions Programs at Homage Senior Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain the Home Repair database including entry of specific repairman hours and wages, invoices and entry, and accounts receivables
- Enter repairman payroll hours for all jobs across specific multiple grants and wages in ADP Payroll and Access database.
- Verify and code invoices for materials into our Access database and MIP software
- Receive payments and donations for completed jobs; code and enter payments in Access database and MIP software
- Assist in billing customers for outstanding balances due
- Compose professionally written correspondence including letters and other documents
- Provide telephone support to clients; take accurate assessment of client needs and create approved work requests, provide program information to clients, and answer questions about services
- Process and approve client applications and ensure that required documentation is provided
- Establish and maintain accurate client files
- Close work orders and monitor to ensure compliance with multiple program grant requirements and reporting
- Assist with creation, mailing, and processing annual income updates
- Photocopy, file, archive, prepare forms, documents and letters as assigned, and other duties as needed
- Provide backup to assist repairmen with prioritizing and scheduling of outstanding work requests
- Provide backup to assist with taking minutes at quarterly Advisory Council Meeting
- Provide backup to assist in checking timecard entry
- Other duties as assigned

EDUCATION AND EXPERIENCE REQUIRED:

- High school diploma or GED. Two-year degree preferred.
- Two years of administrative experience that provides the skill, knowledge, and abilities required to complete assigned tasks
- Previous computer experience with Microsoft Office. Experience with MIP (or similar accounting software) required; Access databases and ADP Payroll experience preferred

- Experience entering accounts receivable
- Experience working with the elderly or disabled desired

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Dedication to extreme accuracy in database entry, payroll entry, and accounts receivable
- Ability to compose written documentation and correspondence using computer programs
- Ability to read English language to sufficiently read information contained in applications, rules and regulations; to understand and respond accurately to inquiries, and to handle equipment and documents
- Candidate must have demonstrated ability to work well with a diversified population. Must be sensitive to the needs of low-income elderly and disabled persons. Experience working with the elderly or disabled is a plus. Candidate must be able to work with challenging situations.
- Candidate must have knowledge of office practices and equipment, including, but not limited to; computers, printers, fax machines, and copy machines. Experience working with Microsoft Office, including Word for Windows, Excel, Access and internal networks is a plus
- Ability to receive telephone calls from the public, respond to inquiries, and communicate with coworkers and others by telephone
- Must have the ability to work well with others
- Professional appearance is required

ERGONOMIC REQUIREMENTS:

The functions of this position are not necessarily physically demanding. The functions are usually performed sitting, but may require some amount of time standing. Some amount of stooping, bending, crouching, lifting, walking, carrying, and other movements may be required. Must be able to remain seated without a break for periods of up to two hours. Able to see, hear, and speak adequately to perform the functions of this position. Non-smoking environment.

CLOSING DATE: Until filled

Homage Senior Services provides equal employment opportunities to all employees and applicants foremployment and prohibits discrimination and harassment of any type with out regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.