

WALDO COMMUNITY ACTION PARTNERS
MID-COAST CONNECTOR
(Job Description)

POSITION: NET Brokerage Administrative Specialist

GENERAL SCOPE OF DUTIES:

The Administrative Specialist primarily works to documents and member feedback and provide general Administrative office management related support. This position works primarily with the Brokerage Compliance Coordinator to document complaint and incident as well as updating databases and generation of reports and other documentation as needed. Secondly this position facilitates daily mailings, mass mailings, general office organization, records management, calendar management, and assists as needed with other projects and brokerage meeting coordination. Aligns all actions to support WCAP mission by ensuring all policies and procedures demonstrate integrity and ethical behavior.

EQUIPMENT USED: All general office equipment including computer systems.

ESSENTIAL FUNCTIONS: Including but not limited to the following, in no particular sequence.

- Maintains complaint documentation process, answering complaint messages and returns calls to members before the end of the day of a complaint to log and document complaint including identifying those that need to be escalated for further investigation.
- Maintain the Incident documentation process, processes all incidents within two business hours including identifying those that need to be escalated for further investigation.
- Maintains the Complaint, Incident, and Transit Provider Monitoring Data Base and generates reports as needed.
- Assist with resolving other problems and conflicts with Maine Care members and stakeholders with professionalism.
- Maintain electronic and manual records documenting compliance, assists with maintaining brokerage records securely and accurately as needed.
- Assist with Brokerage meeting invitations, membership list maintenance, meeting logistics, document distribution.
- Assists with preparing compliance audit data by compiling and analyzing internal and external information.
- Provides administrative support functions by maintaining systems, procedures, and policies.
- Assists in completing projects and organizing brokerage events as needed.
- Maintains inventory of Brokerage office supplies, including maintenance of office equipment.
- Facilitates day to day Brokerage mailing as needed.
- Assists others by answering questions and responding to requests.
- Maintain Brokerage activity / meeting calendar.
- Updates job knowledge by participating in educational opportunities; reading professional publications
- Enforce compliance with the Health Insurance Portability and Accountability Act.

MISCELLANEOUS DUTIES:

- Responsible for running errands, i.e., banking, mail run, picking up supplies, when required.
- Light housekeeping duties.

PROFESSIONAL DEVELOPMENT

- Keep up to date on State and Federal regulations governing all aspects relevant to this position.
- Participate in any required trainings, meetings and professional development activities.

SAFETY AND WELLNESS

- Actively promote safety and accident prevention within the workplace.
- Report any unsafe conditions, incidents and/or accidents immediately.

REQUIRED ABILITIES AND KNOWLEDGE:

- Research skills
- Strong administrative writing skills,
- Strong communication / training skills.
- Must be flexible and strong ability to work with and educate all brokerage stake holders.
- Must be trained in Easy Rides software within 1 month of date of hire.
- Must be familiar with Region 5 area.
- Strong time management and organizational skills.
- Proficient skills in Microsoft Word, Excel and Outlook.
- Ability to lift up to 35 lbs. occasionally.

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalent.
- Minimum of 3 years office experience.
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance requirements.
- Ability to meet WCAP background clearance requirements.

REPORT TO: Mid-Coast Connector Compliance Coordinator.

HOURS PER WEEK: Full Time / 40 Hours/week

SALARY RANGE: \$13.57

STATEMENT OF UNDERSTANDING:

I have read and understand the above job description and am willing and able to be responsible for the duties.

Employee Signature

Date

Approved:

Initials Date