



Job Description: Administrative Assistant

Title: Administrative Assistant

Description: Provides administrative and program support, including data entry and other clerical duties.

Supervisor: VICAP Coordinator

Time Commitment: An average of ____ hours per month for a minimum of _____.

Responsibilities:

- ◆ Participates in basic and update trainings as required and satisfactorily completes certification requirements
- ◆ Complies with VICAP policies and guidelines for counselors, including those regarding confidentiality and reporting of VICAP activities
- ◆ Collects and reports data on VICAP activities via a variety of methods, including Internet-based programs
- ◆ Provides administrative support for VICAP activities, such as stuffing packets, mailing information, or copying materials
- ◆ Assists counselors with setting up client appointments
- ◆ Assists counselors with volunteer scheduling

Desired Qualifications:

- ◆ Good written and oral communication skills
- ◆ Strong planning and organizational skills
- ◆ Working knowledge of office equipment and procedures
- ◆ Confidence using the computer and the Internet
- ◆ Access to the Internet and email
- ◆ Ability to get along with others
- ◆ Sensitivity in working with vulnerable populations

Support Provided by VICAP:

- ◆ Orientation to VICAP, including program site and staff
- ◆ Training on use of office equipment and reporting systems
- ◆ Use of office computer

Benefits:

- ◆ Positively influence the lives of people with Medicare
- ◆ Learn about the complexities of the health insurance system
- ◆ Meet new people and be part of a dynamic team
- ◆ Help people save money
- ◆ Learn new skills and experience professional growth

I have discussed the responsibilities of this COMPASS Team position with my local program coordinator. I understand the responsibilities, qualifications, benefits, and support that will be provided by VICAP. I have received a copy of this job description.

Team Member's Signature: _____ Date: _____

Coordinator's Signature: _____ Date: _____