

# Kanawha Valley Senior Services, Inc.

## Job Posting: Administrative Facilitator- Tiskelwah

**Name:** **Status:** Non-Exempt

**Position Title:** Administrative Facilitator-Tiskelwah **Job Group:** Hourly

**Supervisor:** Executive Director

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**Job Summary:** This employee reports directly to the Executive Director. Employee will be cross-trained at various tasks for various departments. Scope of practice includes but not limited to the described tasks below. The Administrative Facilitator is responsible for making decisions based on established policies and procedures of KVSS in the absence of or in conjunction with the Executive Director.

**Mission Statement:** The mission of Kanawha Valley Senior Services, Inc. is helping seniors age successfully in Kanawha County and surrounding areas assisting to meet their needs.

**Social Justice:** The incumbent in this position is responsible for fulfilling the legal and moral mandates of appropriate Federal, State, and Local laws while insuring Kanawha Valley Senior Services, Inc. policies regarding civil rights compliance, the Americans with Disabilities Act, and related issues regarding social justice.

### General Duties:

- Interfaces with Program Managers working directly with seniors at various KVSS locations for program support
- Process all purchase requisitions, handle customer complaints, assist with food orders and other Nutrition Program clerical need
- Answers, screens and maintains a complete and accurate log of all incoming calls, refers caller to appropriate staff Records and distributes messages for staff that are unavailable at the time of a call
- Provides information to callers and visitors regarding agency programs and services and refers callers to other agencies as needed
- Receives and directs staff and visitors to appropriate office/activity
- Operates copy machine, postage machine, and other office equipment as assigned. Records usage of assigned machines and equipment and assures that adequate supplies are available and that supplies are stored in good order and are readily available. Reports any needs or problems with such equipment to his/her supervisor
- Maintains neat/clean work areas
- Coordinates all building repairs and vendor relations at Tiskelwah and CANS location.
- Serves on the Safety Committee
- Coordinates and chairs the Senior Advisory Committee
- Aids in the posting/processing/dissemination of mail
- Retains staff "sign in/out sheets"
- Shreds classified waste/documents; and/or saves cataloged materials safely per KVSS retention policy
- Typing/create documents and presentations as needed from various program managers
- Prepares KVSS Committee and/or Board meeting documentation/packets as needed
- Assist in the preparation of sanctioned functions/events
- Attend job/health fairs and/or public media events
- Openly communicates with Accounts Payable/Accounts Receivable to ensure accurate accounts
- Responsible for the development of a Senior Volunteer program and coordination of all senior activities
- Will accept additional duties as assigned by the Executive Director

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**Transportation Duties:**

- Serves as a back-up to Transportation Dispatcher
- Troubleshoots circumstances in absence of the Transportation Program Manager
- Prepare Transportation Department Quality Assurance Surveys as directed by the Executive Director
- Collects daily trip donations from all vehicles/drivers—prepares deposit and delivers to Fiscal
- Filing and regular maintenance of transportation records
- Oversees WV Medical Transport Management (MTM) procedures, to include but not limited to:
  - Trip Management
  - Accurate log recording/documentation
  - Filing
  - Communication
  - Billing/Reimbursement/Reconciliation
  - MTM website monitoring/troubleshooting

**PRN Driving Specifics:**

- Communicates with dispatch to obtain varying route/pick-up schedule daily
- Inspects commercial vehicle for any defects
- Daily check on operating systems: brakes, horn, windshield wipers, lights, first-aid kits emergency flashers, and door-opening devices before starting trip
- Operates two-way radio as needed
- Maintains records and reports as required
- Picks up and discharges at stops or stations
- Follows prescribed company service route and safety rules.
- Answers questions about fares, routes, and services.
- Assist elderly or handicapped persons as entering and exiting the vehicle.
- Reports emergency or imminent safety conditions to dispatcher via mobile radio.
- Completes driver observations card at completion of shift, noting any safety items, customer complaints or comments.
- Reports accidents immediately + request police or ambulance service as needed
- Assists injured persons from first-aid kit until these services arrive
- Treats all clients with respect and dignity

**Driver Requirements:**

- Must be at least 21 years of age.
- Must hold an appropriate valid WV Driver's License with NO driving violations (verified by DMV)
- Must be able to operate a commercial vehicle
- Must observe any/all state and city speed/safety regulations
- Must be able to make good decisions and follow all established policies
- Must be capable of understanding directions and ability to read/use maps accurately
- Must pass mandatory drug/alcohol screenings, WV DHHR Verifications, Criminal Background Checks
- Must be able to obtain KVSS CPR/First Aid Certification

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**Knowledge, Skills, and Abilities:**

- Dependable
- Handling of confidential and/or proprietary information; therefore, confidentiality is to be observed at all times
- Excellent public speaking/communications skills
- Being tactful and courteous with all persons is a must
- Solid English Composition, spelling, grammar and writing skills are essential
- Understand and exercise acceptable office procedures and practices
- Excellent attendance and punctuality is a requirement
- Expertise with Microsoft Office and other advanced computer processing skills are mandatory
- Billing experience preferred
- Applicable experience in the aging field ideal
- Grant Writing Ability

**Minimum Education Requirements:**

- High School Diploma/Associate Degree
- Must at least ten years' experience working with
  - Gerontology
  - Office/Administrative Professional
  - Computer/Technical Management
  - Healthcare Management/Supervisory Experience
  - Billing Expertise

\*\*\*Applicant must meet all Knowledge, Skills, Abilities plus the Minimum Education Requirements to be considered for the position.