



JOB POSTING

PROS PROGRAM ASSISTANT

Reports To: Pros Program Supervisor
Department: Administration
FLSA Status: Non-Exempt
Location: Albany, New York
Hours: Full-Time; Monday – Friday 37.5 hours/week
Date: August 12, 2020

Summary

Provides receptionist, clerical, and administrative support for a busy PROS office. Maintain several databases in an integrated computer network. Also responsible for assisting clients with their needs. Receive phone calls and deliver messages to the appropriate internal staff members.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Process and ensure all related information are documented in the NYESS system for the Pros program.
- Maintain the confidentiality of consumers at all times.
- Greet visitors, consumers, and staff in a professional and friendly manner, setting the tone for the office.
- Navigate the bus pass portal for consumers.
- Direct consumers to proper staff and take messages as needed.
- Assist consumers to find rides or meet other needs. Monitor sign in and sign out compliance by consumers and remind them to sign when necessary. Bring sign in/out omissions to the attention of consumers and staff in order to ensure accurate attendance documentation.
- Send emails to staff on behalf of consumers as needed.
- Assist with requests for MCO authorizations and document the receipt of approvals. Keep QA and supervisor apprised of problems.
- Assist with determining and documenting Medicaid eligibility. Check E-PACES for each participant on the last day of the month. Document changes on the Pre-Billing validation forms. Review billing sheets for accuracy.
- Follow up on denied/pending claims with Medicaid and/or Managed Care companies.
- Enter and track using electronic health records, consumer insurance information, attendance and schedules.
- Accurate and timely maintenance, retrieval, recording and submission of attendance records.
- Create and maintain case records and administrative files, including filing both alphabetical and chronological systems. Scan filing for signature omissions and obtain signatures before filing. Report unsigned documentation to Supervisor in the event that a document remains unsigned past the effective date.
- Provide first-aid assistance for minor injuries, if certified. If not certified, find assistance from a CPR/First Aid Certified Staff member.
- Organize class sign in sheets, reception attendance sheets, and lunch and class coverage schedules.
- Distribute or oversee the distribution of lunch tickets.
- Answer the multi-line phone system and route calls.
- Prepare and distribute case notes, reports, letters, forms, and correspondence.

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- Process incoming and outgoing mail and distribute mail to PROS staff.
- Maintain equipment and order supplies.
- Maintain a neat appearance of the reception area.
- Open/ Close Pros office.
- Schedule appointments for staff.
- Assist with the planning and delivery of office special events; such as holiday activities.
- Create and distribute marketing packets to external providers.
- Performs other duties as assigned.

Education and Experience:

Associates Degree in human services or related field required. Prior experience working with individuals with disabilities preferred.

Must be able to pass the Justice Center background check.

Mobility: Valid NYS Driver's License is required and reliable transportation is required.

Skill and Knowledge Requirements:

- Effective organizational and time management skills
- Ability to use various computer software such as Microsoft Office Products

Physical Requirements:

In a 7 or 8 hour workday, an employee always talks/hears/sees; some sitting with occasional walking and standing, and some stooping, kneeling, crouching or lifting. Near Vision, the ability to see details at close range (within a few feet of the observer).

Essential Skills:

Oral Comprehension, Written Expressions, Near Vision, Oral Expression, Written Comprehension, Speech Clarity, Speech Recognition, Mathematical Reasoning, Problem Sensitivity (the ability to tell when something is wrong or is likely wrong and recognizing there is a problem)

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Language Skills: Must have excellent verbal and written communication skills. Must have good command of the English language, both oral and written. Ability to read, analyze, and interpret general educational information, professional journals, technical procedures, or governmental regulations. Ability to complete timely progress reports, business correspondence or other documents. The ability to effectively present information and respond to questions from groups of managers, clients, customers, supervisors and the general public is very important.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

We encourage all qualified applicants to apply.

Northeast Career Planning does not base employment decisions on an individual's race, color, sex/gender, genetic predisposition, sexual orientation/preference, religion, age, national origin,

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disability, military or veteran status or any other characteristic protected by federal, state or local law. In addition, Northeast Career Planning may make reasonable accommodations to enable applicants to participate in the hiring process and employees to perform the essential functions of their job. Please advise us if you need assistance with the application and/or interview processes.

Please Respond By: August 21, 2020

How to apply: Please send cover letter, resume and salary requirements to Human Resources.

E-mail: HR@northeastcareer.org

Fax: (518) 444 – 5279

Mail: Northeast Career Planning

Attn: Human Resources Department

339 Broadway

Menands, New York 12204

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