



Rio Grande Council of Governments Job Description

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| Title: | AAA Technician – Program Support | FLSA Classification: | Non-Exempt |
| Division: | Area Agency on Aging (AAA) | Class No.: | 329 |
| | | Pay Group: | 4 |

Summary of Position

Performs administrative office support activities for the division. Duties include providing operational support, document preparation and maintenance, and backup reception services for the organization.

Organizational Relationships

Reports to: AAA Assistant Director
Directs: This is a non-supervisory position
Other: Has frequent contact with the general public, government agencies, organizations, vendors, and Council of Governments staff.

Scope of Work

Essential Duties:

- Routes visitors and telephone calls to the appropriate staff;
- Assists callers and walk-in clients by conducting a basic interview to gather information for referrals;
- Assists with the completion of intake forms and referring clients to the appropriate staff;
- Serves as backup support to receive incoming requests for transportation services;
- Assists callers by answering general benefit questions and scheduling appointments for Benefits Counselors;
- Assists Ombudsman program with data entry of activities related to work performed by Ombudsman program staff and volunteers into the division's client software system;
- Assists with reviewing and processing vendor billing;
- Maintains paid invoices, check requests, travel vouchers, and travel report records by organizing and categorizing them per the division's procedures;
- Prepares required travel reservations, vouchers, reports, expenditures, with credit card purchases and any other related expense reports or correspondence as related to the job duties;
- Processes cash or checks related to travel reimbursements and division invoices for payment to include the preparation of check requests;
- Performs an initial review of volunteer and staff mileage logs as well as staff timesheets, phone logs, and certification reports;
- Maintains supplies for the division to include preparing purchase orders;
- Processes client donations to include cash, checks or supplies and equipment to be used for clients;
- Provides administrative support to the Advisory Council Committee, including confirming meeting attendance, recording and transcribing minutes, and maintaining meeting records;
- Assists with EXPO preparation, responds to inquiries, collects and processes vendor payments;
- Prepares correspondence as related to the job duties;
- As needed, may assist with data entry of client information into the division's client software system;
- Serves as a backup receptionist; and
- Assists the AAA Division and performs other duties assigned by the AAA Assistant Director and AAA Director.

Responsibilities:

- Reports entry access problems, telephone system and information technology asset malfunctions, and any potential building hazards or faults per Rio Grande Councils of Governments policies and procedures; and
- Required to assist the public information officer (Executive Director) with open records requests.

Qualifications:

Must have a High School diploma or equivalent, three years of office support experience, two years of customer service experience, and one year of data-entry experience.

Must be able to communicate effectively in both English and Spanish.

Must be able to type.

Must pass a background investigation.

Knowledge of:

- Basic benefits and entitlements for older adults and persons with disabilities;
- Techniques for effective interpersonal communications;
- English usage, grammar, punctuation, and spelling;
- The practices of modern office procedures; and
- Microsoft Windows operating systems and Microsoft Office products such as Outlook, Excel, Word, and OneDrive.

Skills

- Be organized, efficient, and detail-oriented;
- Possess accurate typing and strong writing skills; and
- Maintain a pleasant personality and courteous telephone voice while serving as a backup receptionist.

Abilities

- Identify available resources;
- Participate in program planning, including providing support and technical assistance;
- Maintain required documentation and present complex issues to agencies and the public;
- Provide clear, concise oral and written communication;
- Follow oral and written instructions;
- Work in a fast-paced environment with a demonstrated capability to prioritize multiple tasks and meet deadlines; and
- Develop reasonable proficiency with all job functions and office equipment.

Every position at the Rio Grande Council of Governments requires the following professional skills and abilities as key and necessary elements of performance:

- Demonstrate regular and reliable attendance;
- Maintain effective interpersonal communications and exercise a calm and patient demeanor when dealing with staff, the public, other agencies, and vendors;
- Maintain strict confidentiality; and
- Project positive support for their division and the organization at all times.

Certificates and Licenses Required:

- Must have a valid driver's license and vehicle insurance; and
- Responsible for completing any state-mandated training as required.

Physical Demands: Performs tasks requiring both sitting and standing for extended periods, and may require walking for short periods at a time; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; lifting or carrying of light to moderate equipment or supplies weighing up to 35 pounds; requires hand and finger dexterity sufficient to use computers and standard office equipment to perform assignments.

Work Environment: office setting

Job Location: RGCOG Main office located at 8037 Lockheed Drive, Suite 100, El Paso, Texas 79925

Equipment: computer, typewriter, copy machine, fax machine, telephone switchboard, and other office equipment related to job performance.

Note: The information contained is intended to provide a general description of the nature and level of work to be performed by employees and shall not be construed as an exhaustive and all-inclusive list of duties, responsibilities, skills, and requirements and is subject to change at the discretion of the Rio Grande Council of Governments.

**In accordance with the Americans with Disabilities Act (ADA), this job description does not take into account potential reasonable accommodations.*