

# Fallon County Job Description

*Fallon County is committed to affirmative recruitment and diversity in employment opportunity. It is our policy to provide equal opportunity to all persons seeking or having access to employment, services and activities, without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Applicants with disabilities who need accommodation with the application or selection process should contact Human Resources.*

<b>Job Title: Program Assistant</b>	<b>Department: Council on Aging</b>
<b>Reports to: Council on Aging Coordinator</b>	<b>Job Status: Part-time, Non-exempt</b>
<b>Location: Baker, Montana</b>	<b>Probationary Period: Six (6) months</b>

## **Job Overview**

This position performs a range of tasks in support of various programs for the elderly and/or disabled. This includes clerical duties including receiving visitors, answering telephones, scheduling appointments, and utilizing various computer programs to compile statistical information for the Council on Aging Coordinator. Performs janitorial tasks at the Baker Senior Center; prepares the Center for meetings and events. Plans and participates in events for the Baker Senior Center to promote a sense of community for senior citizens. May fill in as a Substitute Public Transportation Bus Driver.

## **Essential Functions**

**Clerical** – This position provides administrative support greeting visitors, answering telephones, taking messages, filing, and responding to inquiries. Utilizes various computer programs including but not limited to Microsoft Suite and various state software programs. Generates and receives logs reporting program specific information, inputs data into existing spreadsheets to track program specific information from various services such as Home Delivered Meal Program, congregate meals, transportation, and attendance for the Baker and Plevna Senior Centers. In the tracking process, identifies new contacts/unduplicated clients for each service. Submits data to Coordinator for review. Generates and mails monthly invoices for Home Delivered Meal Program, Skilled Nursing, Personal Care and Homemaker services. Inputs program use statistical data into state software programs. May assist with the deposit process including counting monies. Assists with the monthly newsletter by coordinating volunteers; prepares for mailing. May contribute to content upon request. Coordinates rental of the building by ensuring rental agreement is complete, event is placed on calendar, fee is collected, building is prepared/clean, and the key is returned.

Serves as the secretary for the Council on Aging Board of Directors; attends all meetings, takes, and prepares minutes.

**Program Assistance** – Assists the Coordinator in delivery of various services and programs. This includes preparing the building for the monthly Foot Clinic; sets up supplies for Public Health staff, fills and empties tubs with warm water. May assist clients with removal of shoes and/or socks. Schedules appointments for the next foot clinic. Accepts payments and makes change as necessary. After foot clinic is completed, cleans floors, disinfects water tubs and prepares supplies for the next month.

Receives shipments for the Commodities program; unloads the truck and packs items into bags for eligible clients. Inventories items received and distributed.

Receives donations for the Community Cupboard. Sorts per expiration date. Assists with distribution of goods. Maintains records of clients served, date, and number in household.

**Senior Center Activities** – In conjunction with the Coordinator identifies and plans various types of social and interactive events for senior citizens, such as exercise, card games, luncheons, and other special events. Assists in cooking/preparation of food for special events. Ensures building is prepared for daily activities, including setting up tables and chairs, making coffee, loading, and unloading the dishwasher.

**Janitorial** – Responsible for ensuring facility is clean and welcoming. Completes various tasks such as sweeping, mopping, vacuuming, changing light bulbs, and cleaning the restrooms (sinks, toilets, mirrors, floors, replace toilet paper and paper towels). Ensures the kitchen and storerooms are properly maintained by visual inspection, neatly arranging items, and cleaning. Purchases cleaning supplies as necessary. May shovel snow in front of the building and sidewalk area. Maintains the SDS book. Performs other general inspections of building components including inspecting fire extinguishers each month and completing documentation.

**Substitute Public Transportation Bus Driver** – May transport individuals, regardless of age, disability, gender, or income, from one location to another while providing a high level of customer service and assistance as needed. This position may also deliver meals as part of the Home Delivered Meal Program.

### Competencies

**The knowledge, skills, abilities, and other characteristics to perform this work include but are not necessarily limited to:** *Accountability, Active Listening, Adaptability, Aging Issues, Assertiveness, Attention to Detail, Commitment, Computer Skills, Confidentiality, Customer Service, Data Entry Management, Dependability, Flexibility, General Math, Initiative, Interpersonal Relationship Skills, Multi-task, Oral Comprehension, Oral and Written Expression, Organization, Problem Solving, Professionalism, Safe Driving Skills, Self-directed, Teamwork and Time Management.*

This position requires thorough knowledge of office administrative practices and techniques, including records management. Comprehensive knowledge of Microsoft Suite and the ability to learn use state software programs. This position requires the ability to accurately transfer data into spreadsheets and compile information, using various computer programs. Ability to identify, plan, and implement various activities for an aging population. Requires considerable driving skills, including the ability to read maps and navigate various road conditions. Maintain client confidentiality in all program participation and activities. As part of our workforce, maintains consistent communication with all County employees, our customers/patrons, and the public via County owned communication systems including but not limited to email, office phone, work cell phone, text, and SMS/IM.

Demonstrate the ability to interact courteously and effectively with a variety of personalities, County employees and the public. Possess excellent customer service and interpersonal skills to resolve questions and concerns using good judgment and discretion. Respond to requests for service and assistance with courtesy and respect. Resolve questions or concerns with courtesy and respect. Requires the ability and skill to multi-task, address multiple projects and customers while maintaining composure, professionalism, and quality of work. Accurately transfer data in spreadsheets and compile information, using various computer programs. Create spreadsheets with formulas.

This position must communicate accurately and effectively orally and in writing, utilizing appropriate grammar and spelling. Demonstrate strong interpersonal skills and professionalism to effectively interact with a variety of personalities and demands of the public; ability to explain detailed and complicated information in simple, understandable terms. Must listen actively and understand information and ideas presented through spoken words and sentences. Communicate information and ideas in speaking so others will understand; explain rules and procedures clearly.

Demonstrate initiative, common sense, and good judgment. Ability to work with little direct supervision; to understand, interpret and follow instructions and directives. Self-directed with ability to meet deadlines when

unsupervised. Take accountability for own actions. This position must function as part of a team, working for the betterment of the department, its processes, our clients, and the public.

### **Safety**

Safety is a primary duty and a personal responsibility. County employees are responsible for reading, understanding, and following safety rules and procedures as identified within County Policy, our Safety Program as well as at each department/work location/JSA. This position is responsible for wearing PPE as identified in the JSA or when working in areas where there is danger of injury. Responsible for wearing suitable work clothes as determined by the Council on Aging Coordinator. Reports all injuries, hazards, and/or near misses utilizing established reporting forms and procedures. Knows the location of first aid kits, fire extinguishers, and other safety devices. Attends all safety meetings including annual training. This position will not perform potentially hazardous tasks or use any hazardous material until properly trained.

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Work Environment**

This position primarily operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and filing cabinets. Will also use various cleaning tools and chemicals when performing janitorial duties. When driving the public transportation vehicle, may be exposed to a variety of weather conditions while assisting clients in and out and with packages as well as delivering meals.

### **Required Education and Experience**

Employment with Fallon County requires a high school diploma or equivalent. Must be at least eighteen (18) years of age. A minimum of one (1) year of experience utilizing Microsoft Suite in a clerical or professional position is required.

### **Preferred Education and Experience**

Previous experience working with an aging and/or disabled population is preferred.

### **Additional Eligibility Qualifications**

Must possess or obtain a Montana driver license within thirty (30) days of employment. This position will have unsupervised contact with the elderly and/or disabled and is subject to a pre-employment criminal background check. Will utilize County owned motor vehicles in the transportation of clients and is subject to a pre-employment controlled substance test and a motor vehicle driving history review. Upon employment, this position is subject to random, on-going alcohol and controlled substance testing.

### **Compensation**

The starting wage for this position is \$14.50 per hour; after successful completion of the mandatory six (6) month probationary period, increase to \$15.25 per hour. Following an additional six (6) month period as a permanent employee, increase to \$16.00 per hour. Please note during this time period, an employee is not eligible for a COLA (Cost of Living Adjustment) as this is built into the wage steps.

This position requires enrollment in the Public Employees Retirement System with an established contribution rate for both the employee and the County.

### **Position Type/Hours of Work:**

This is a part-time, permanent, thirty (30) hours a week position: Monday through Friday, 10:00 a.m. – 12:00 p.m. and 1:00 p.m. to 5:00 p.m. The nature of this work may result in additional hours outside of this schedule.

### **Physical and Environmental Demands**

While performing the duties of this job, the employee is regularly required to speak and hear. This work requires periods of extended computer use. The employee is frequently required to sit for long periods as well as to stand, walk, use hands and fingers, climb or balance, reach with hands and arms, stoop, kneel, crouch, crawl, speak, and hear. May be required to lift up to fifty (50) pounds. Specific vision abilities include close vision, distance vision, and depth perception.

*The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully; employees are routinely required to address emerging employer requirements in alignment with individual work units and assignments of jobs which may result in additional or a change in duties/functions not identified. This job description does not constitute an employment agreement between the employer and employee; it is subject to change by the employer as the needs of the employer change.*

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