Position: Program Support Specialist
Reports to: Director
Wage & Hour Status: Non-Exempt, Full-Time

Purpose: The Program Support Specialist of the Senior Resource Alliance (SRA) is primarily responsible for supporting the departments under the supervision of the Director. Responsibility also includes but not limited to completing contracted required tasks in the area of program services. To promote programs in compliance with the SRA’s policies and procedures as required by the SRA Grant Agreement with Department of Elder Affairs and other funding entities. The Program Support Specialist service functions are performed in person, secured email, letters, telephone, and DOEA services portal, as needed. The successful candidate must possess exemplary interpersonal, customer service and organization skills along with a professional demeanor.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and obligations may be modified when deemed appropriate by management.)

Functions and responsibilities:
• Work collaboratively with Department staff and all other individuals providing support, as required, to all the program initiatives to ensure the internal and external stakeholders SRA serves are connected to and receiving additional resources and support.
• Ensure SRA’s goals of achievement are met from marketing, outreach to employee relations, and other contractual requirements and program initiatives. Provide excellent customer service to all Senior Resource Alliance stakeholders.
• Ensure proper routing of documentation for mandate files. Maintain tracking system for documents.
• Greet and provide information, assistance, and services to the general public, employees, and others in person, by telephone or by other forms of communication to include tracking of visitors as well as documentation of information as needed. Schedule appointments as appropriate.
• Assist in creating reports based on data collection.
• Track and monitor data from all program initiatives and special projects. Serve as the SRA’s representative to build and maintain a positive relationship and interaction with stakeholders.
• Conduct marketing and outreach activities to ensure the SRA is effectively meeting programs outcomes, per SRA plan.
• Attend all meetings/in-service training, community outreach and SRA sponsored events assist in the evening and on weekends, as needed.
• Respond to requests for information from clients/providers promptly and within the client confidentiality guidelines.
• Work with other Directors, as appropriate, assisting with projects to ensure the SRA’s goals are achieved.
• Assure discreet handling of all business and ensure that all information of a confidential nature is held in a secure and confidential method.
- Participate in professional development to acquire and/or maintain certifications and trainings, as pertain to SRA.
- Ability to organize, coordinate projects, set priorities, meet deadlines and follow-up on own assignments with little or no supervision.
- Complete all reports in a timely and comprehensive manner, as required.
- Ability to write detailed and objective notes.
- Collaboratively work and foster teamwork amongst cross-functional teams.
- Ability to effectively communicate sensitive information and exercise sound judgment.
- Ability to work and communicate with people from various multi-cultural backgrounds and socioeconomic levels.
- Ability to solve the problem and deal with a variety of variables.
- Performs clerical duties including, but not limited to, filing, copying, faxing, document shredding, sorting, mailings, and postage.
- Proficiency in the operation and use of personal computers and computer software applications (Microsoft Office Suite). Ability to navigate the internet. Knowledge of state database system is a benefit.

**Education and Experience Requirements:**
- Associate’s Degree required, in Administration or equivalent field. Bachelor’s Degree preferred. A minimum of three (3) years administrative/prgram or equivalent. The alternative, of the combination of education or documented continuing education, and experience sufficient to successfully perform the essential duties of the job as listed above.
- A minimum of three (3) years of administration experience.
- Ability to communicate effectively both verbally and in writing. Requires excellent interpersonal and telephone skills. Ability to speak, interpret and translate Spanish is a positive asset for this position.
- Must have strong computer skills, including proficiency with Microsoft Office Suite. Knowledge of the state database system preferred. Demonstrate effective records management practices and problem-solving techniques.
- Should be a creative, energetic, self-starter able to prioritize and work independently with minimal supervision. Must be articulate and pay attention to detail.
- Excellent written and interpersonal communication skills. Ability to speak, interpret and translate Spanish is a positive asset for this position.
- Must have a desire to advance professional skills continually, exhibit strong work ethic, ability to prioritize and able to work independently with minimal supervision.
- Must have the capacity to manage stress appropriately and manage multiple tasks and priorities.
- Must be willing to travel within and out of the served counties to perform required tasks and provide own reliable transportation. Must have a valid Florida Driver’s License, a good driving record, and automobile insurance when owned vehicle would be used for traveling.

**Professional Conduct:**
- Protect the confidentiality of clients validating the information on records prior discussing any information related to their files.
- Responsible for reporting to the Florida Abuse Hotline when know or have reasonable cause to suspect that a vulnerable adult has been abused, abandoned, neglected, or exploited. By Telephone 1-800-96ABUSE - 800-962-2873.
• Adhere to the policies and procedures of the SRA while maintaining elevated levels of confidentiality and discretion.
• Contribute positively to the work environment by supporting innovative ideas and change when applicable.
• Demonstrate high standards of integrity, accountability, and service as defined by the values of the SRA.
• Work cooperatively with both internal and external stakeholders at all time.
• Ensure that all information of a confidential nature is held in a secure and confidential method.

**Background Checks:**
Employment in this position is contingent upon obtaining and maintaining satisfactory:
• Level II Background Check,
• Drug Test,
• E-Verify,
• Educational Verification,
• Possession of a valid Florida driver’s license; and
• Ability to maintain Florida driver’s license throughout employment required.

**Essential Physical Requirements:**
While performing duties of this job the employee is regularly required to sit for prolonged periods of time; talk; hear; use hands and fingers to operate a computer, telephone, and other office equipment; reach with hands and arms; and stoop, kneel or crouch. Also, the employee will occasionally lift and move up to 25 lbs. Specific vision abilities required by this job include vision and capacity to adjust focus. The noise level in the office is usually quiet. The physical demands and work environment described is representative of those that must be met by an employee successfully to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.

**THIS JOB DESCRIPTION in no way states or implies that these are the only job duties to be carried out by the employee incumbent in this position. The employee will be required to follow any other job-related instructions and perform any other job-related duties requested by any person authorized to give instructions or assignments.**

This description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties, responsibilities, and requirements are essential to the job. Job functions and requirements are subject to possible modification to accommodate individuals with disabilities reasonable. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.
I have reviewed and received a copy of this job description and acknowledge I have had the opportunity to ask for additional clarification from my direct supervisor or by any person authorized to give instructions or assignments.

Employee Signature: 
Employee Printed Name:  
Date: 

Supervisor Name: 
Supervisor Title: 
Date: 