

JOB DESCRIPTION: CLIENT SERVICES SUPPORT

Sierra Senior Providers, Inc.

540 Greenley Rd., Sonora, CA 95370

(209) 533-2622, www.sierraseniorproviders.org

TITLE: Client Services Support
REPORT TO: CEO
STATUS: Part-Time/Non-Exempt

SUMMARY

Sierra Senior Providers, Inc. (SSPI) is a nonprofit, public-benefit, 501(c)(3) organization. SSPI's mission is to play a key role for Tuolumne County seniors by providing essential services that promote independence, enhance quality of life and assist the elderly with remaining in their homes. This position works under direction of the Meals on Wheels (MOW) Coordinator.

RESPONSIBILITIES & DUTIES

- Perform data entry of client meal delivery information
- Maintain client privacy, confidentiality and sensitive information
- Provide support to MOW drivers regarding deliveries and route schedules
- Complete quarterly phone re-assessments
- Perform MOW outreach or promotional services as needed
- Support the "Books on Wheels" program
- Assist in the management of pet food/treats inventory and distribution
- Perform other duties as assigned

QUALIFICATIONS

Required education, licensing, experience and computer skills: High School Diploma or equivalent and Two years customer service experience. Strong interpersonal skills and working knowledge of Microsoft Office Suite.

Preferred education, licensing, experience and computer skills: Two years of college

Other requirements: Experience with problem solving, conflict resolution and prioritizing tasks. This position may encounter stressful conditions and must be able to work well under pressure. Requires sitting, standing, walking, bending, stooping, pushing, pulling, and lifting (up to 30lbs).

TRAINING

Attend training sessions as required

