



CASCADE COUNTY

Job Vacancy Announcement

Submit all application materials to:
Cascade County Human Resources Department
325 2nd Ave N #108
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., www.cascadecountymt.gov or Job Service.

Position: **Program Assistant**
Schedule: **Full-time with Benefits**
Department: **Aging Services**

Salary: **\$13.67 per hour**
Closing Date: **Open Until Filled**
Department Administrator: **Kim Thiel-Schaaf**

At a minimum, all qualified applicants must have:

Education/Experience/Training:

- High School Diploma, HSE or GED, required.
- Three (3) years of administrative, clerical or secretarial experience or a combination thereof required.

Certifications:

- Valid Driver's License issued by the State of Montana.
- Ability to obtain SHIP Certification within six (6) months probationary period.

JOB SUMMARY

The Program Assistant (Assistant) supports all operations of the client service programs within the Cascade County Aging Services Department (Aging Services) including Transportation, Home Attendant/ Respite, Senior Companion and the Commodities Supplemental Food Programs. The Assistant will be State Health Insurance Program (SHIP) Certified and assist with SHIP peak client demand times by responding to requests or questions regarding routine program operations, such as Medicare Open Enrollment, SHIP Information and Referral as well as logistical support for trainings and presentations. The Assistant will work with Aging Services Administration to assist with the Senior Advisory Council by performing general clerical and administrative duties and other tasks related to events and/or logistics. The Assistant will work within the respective Aging Services sub-programs in accordance with Federal Program Guidelines, state statutes and County and Aging Services policies and procedures and perform other duties as required or assigned.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Communicates effectively with supervisors, co-workers, all County employees and the public, screens visitors, telephone calls, faxes, mail and messages directed to Aging Services personnel, orders office supplies and processes purchase orders, updates website and social media to assist in managing online content for client usage, assists with updating pamphlets, media campaigns, talking points and other resource materials as needed, prepares correspondence, memoranda, reports, schedules and other time sensitive documents as request by office personnel, finalizes letters, narratives, memos, minutes, agendas, reports and forms to produce accurate documents, establishes and maintains computerized and manual filing systems by determining file-naming and organizational methods for data files, follows standard filing procedures for correspondence, forms and other documents to ensure accurate storage and retrieval capabilities, reviews documents, forms and data for accuracy, applies County and Departmental office rules, policies and regulations in accordance with prescribed procedures and guidelines, copies, packages and distributes a variety of written materials as requested by designated Aging Services personnel, attends meetings, conferences and workshops as requested and authorized, responds to requests or questions regarding routine program operations to disseminate information and provide assistance to clients and the public, verifies and ensures accuracy of accounting source documents such as vendor invoices and receipts, follows established charts of accounts to ensure payment of bills and record keeping in compliance with supervisory direction, handles organizational monies in preparation for accountants and treasurers, adheres to strict standards of confidentiality with program/service participants, staff and/or fiscal matters, maintains SHIP certification to provide backup for client counseling with regard to Medicare and associated programs, must be highly organized, detail oriented and able to multi-task and carry projects through to completion, works effectively and with proper professionalism and decorum under time deadlines and in stressful situations, operates motor vehicles safely while transporting clients, meals or commodities, performs other duties as required or assigned.

Knowledge and understanding of: County, State and Federal regulations regarding programs related to Older Americans Act, USDA Commodities, SHIP and Medicare, administrative and clerical support functions, English usage including grammar, spelling and punctuation, modern office equipment, practices and procedures, Microsoft Office software including Word, Excel, Internet, Outlook and Zoom, County and Department rules, procedures and functions, safety rules, procedures and practices, confidentiality rules,

procedures and practices, professional office protocols when interacting with the public and elected officials.

Skill in: Interpersonal communication and customer service, strong critical thinking and problem solving, Microsoft Office Software, Word, Excel, Outlook, PowerPoint, Publisher, Internet and other computer applications related to departmental functions and activities, professional phone etiquette, written and verbal communication, time management and organization.

Ability to: Proficiently operate a computer and a variety of office equipment to complete required job duties, communicate information clearly and concisely with others both orally and in writing, follow verbal and written instructions, read and comprehend materials, analyze and compile information and pay attention to detail and accuracy, compile and produce accurate meeting minutes, manage multiple tasks and priorities with frequent interruptions under fixed timelines, establish and maintain effective working relationships with other employees and the general public, process, manage and maintain strict confidentiality in all aspects of the position, coordinate, analyze and utilize a variety of reports and records, employ and enforce safety practices and procedures, interact with the public or other employees in a professional, respectful and courteous manner, display sound judgment and decision-making skills within established policies and procedures in stressful situations, adapt to changes in the work environment and deal with frequent change, delays and/or unexpected events, meet challenges with resourcefulness through original thinking and creativity, work with individuals of varying and diverse backgrounds in a professional, respectful and courteous manner, identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements, respond promptly to requests for service and assistance from the public and various office personnel, demonstrate punctuality and observe work hours, work independently or as a team member with minimal supervision, work collaboratively with management and co-workers, accept responsibility and be self-motivated, observe established lines of authority, perform other duties as required or assigned.

The successful applicant shall serve a 6-month probationary period and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the County.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document (**Part 4**) or DPHHS Handicap Certification **and** Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER