



## **Program Coordinator**

The Arizona Caregiver Coalition (ACC) is a community-based, 501(c)3 tax exempt organization. It was founded to support and advocate for family caregivers in Arizona. We partner with the Arizona Department of Economic Security, Area Agencies on Aging, and other community-based organizations. The office is located in central Phoenix. Please visit [azcaregiver.org](http://azcaregiver.org).

The part-time (20 hours per week) program coordinator position is responsible for smooth operation of our telephone helpline (25 calls per day), processing of applications for our caregiver programs, maintenance of records and accurate documentation. ACC manages the intake, screening and assessment of family caregivers applying for caregiver support, including respite and reimbursement for home modifications.

This position requires in-office work, with some hours of remote work possible.

## **Position Duties**

- Responsible for tracking calls received through the Caregiver Resource Line and ensuring that staff and volunteers respond in a timely manner.
- Assign telephone calls and messages to staff and volunteers and assist with responses as needed.
- Monitor and update the process used for operating the Caregiver Resource Line and for enrolling clients in programs.
- Provide routine training to staff and volunteers on policies and procedures related to the Caregiver Resource Line and for screening of program applicants.
- Create and update client files, both hard copy and electronic; maintain confidentiality.
- Ensure that program applications are reviewed and processed in a timely and accurate manner.
- Responsible for general database maintenance, which includes entering data and extrapolating data for reporting purposes.
- Maintain relevant records via spreadsheets and reports.
- Create and maintain documents in support of programs, such as forms and fact sheets, including online forms.
- Assist in daily office functions, e.g. answering phone calls, correspondence and filing, coordinating meetings, and scheduling meetings.

## **Skills:**

- The ideal candidate should possess broad office skills and enjoy working in a small team where everyone balances multiple tasks.
- Must be highly organized, task and detail oriented, and able to prioritize effectively in order to meet deadlines.



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Serving the Needs of Arizona Caregivers

- Must bring excellent communication and customer service skills and be comfortable answering questions and solving problems over the phone.
- Competent computer skills including experience using MS Office (including Excel), the Internet, and email.
- Experience with basic office equipment such as computers, copiers, calculators, printers, and filing.
- Good written and verbal communication.
- Ability to create and update reports and spreadsheets with little to no supervision.
- The ability to learn and utilize our client database to correctly enter and extrapolate data for reporting purposes.

**Experience:** Administrative experience; customer service or call center experience a plus. Experience with client database preferred. Experience with outreach, events and PR a plus. Spanish language skills a plus.