



## **VOLUNTEER OFFICE ASSISTANT POSITION DESCRIPTION**

### **Overview of Role and Main Responsibilities**

SHIIP-SMP trained and certified volunteers assist thousands of Iowans each year to understand their Medicare benefits/options and fight Medicare fraud and abuse. SHIIP-SMP volunteers offer individual counseling sessions, community education, and special projects. Local community organizations partner with SHIIP-SMP to host trained volunteers at sponsor sites across Iowa.

Volunteer Office Assistants play a critical role in provision of services. **Key responsibilities for this role may include:**

- Assisting with creation of new [www.Medicare.gov](http://www.Medicare.gov) accounts.
- Entering prescription drugs from clients into Plan Finder on [www.Medicare.gov](http://www.Medicare.gov), including calling the client or pharmacy to verify accuracy of the drug list.
- Assisting with copying, mailing and other site office assistance.
- Screening client calls for service and/or scheduling counseling appointments.

### **Position Requirements**

- 21 year of age or older.
- Strong computer and internet skills.
- Attention to detail.
- Satisfactory background check.
- Confidentiality agreement.
- SHIIP-SMP Office Assistant training.
- Not currently working more than 20 hours a week.
- Not active in selling insurance or have any potential financial gain from being a SHIIP- SMP volunteer.

### **How to Apply**

If you are interested in becoming an Office Assistant, please complete the online application found here: [www.shiip.iowa.gov/apply-now](http://www.shiip.iowa.gov/apply-now)