



SENIOR HEALTH INSURANCE INFORMATION PROGRAM & SENIOR MEDICARE PATROL PROGRAM – OFFICE ASSISTANT POSITION DESCRIPTION



Overview of Role and Main Responsibilities

SHIIP-SMP trained volunteers assist thousands of Iowans each year to understand their Medicare benefits and options and fight Medicare fraud and abuse through individual counseling sessions, community education, special projects and making connections in their communities. 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 include:

- Assisting with creation of new www.Medicare.gov accounts.
- Entering prescription drugs from clients into Plan Finder on 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.
- As needed, screening client calls for service and scheduling counseling appointments.

Position Requirements

- 21 year of age or older.
- Completion of satisfactory background checks.
- Strong computer and internet skills.
- Attention to detail.
- Capable of maintaining confidentiality with client information.
- Able to complete 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 application at the link below:

<https://shiip.iowa.gov/be-part-of-shiip>

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