**Job Summary:** The Representative Payee Assistant is responsible for providing assistance for the Representative Payee Program.

**Qualifications:** A high school diploma plus clerical and/or accounting experience. Good typing ability (50 words per minute), good telephone, written and verbal communication skills. Accuracy is a must. Computer experience particularly with Windows/Excel. Must be able to work well with other provider agencies and people with disabilities. A knowledge of Social Security and community benefits is preferred.

**Essential Job Functions:**

1. Provide clerical support such as copying, filing, faxing, printing reports, as requested.
2. Maintain supply of program forms, benefits forms, and office supplies.
3. Process, collate and mail out consumer notices, checks, bus passes.
4. Answer incoming phone calls and take detailed messages.
5. Contact Social Security and State for medical cards, maintain copies and distribute to consumers
6. Contact utility/telephone companies for service hookup and billing questions.
7. Coordinate with landlords consumer moves, leases, and follow up with rent verification forms.
8. Create spending reports for Social Security, case managers and benefits specialists.
9. Follow up on checks that have not cleared.
10. Set up new files, organize current files and close files.
11. Hand out consumer checks.

Non-Essential Job Functions:

1. Assist in agency mailings as needed.
2. Perform all other job duties assigned.

Work Environment and Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level is usually low to moderate. While performing duties of this job, the employee must be able to readily communicate with consumers and utilize the telephony as well as have visual acuity to identify people and written materials. The employee must occasionally lift and/or move approximately 10 to 20 pounds attributable to files and documents.

Emotional Demands:

Must be able to remain calm in challenging or difficult situations. Must project customer service standards of excellence – must treat clients/consumers and staff with respect, dignity and kindness.

Accountability:

The Representative Payee Assistant is directly accountable to the Director of Independent Living.

If you wish to apply for this position, please send a letter of interest or resume to

Director of IL, Karen Olufs