**Job Posting**

**JOB TITLE:**  Consumer Coordinator

**SALARY RANGE: $20, 000 - $25,000**

**JOB DESCRIPTION:** The Consumer Coordinator position is responsible for efficiently tracking client data for participants receiving services from providers under contract with NCNMEDD and monitoring that client data to identify issues or opportunities for improving services. This a Non-exempt position located in the Tucumcari office.

This position requires extensive use of computers and associated equipment and software, familiarity about the reporting requirements of the Older Americans Act as implemented through SAMS/Wellsky and uses and applications on the Internet. This person will have to deal with non-routine as well as repetitive assignments and complete tasks and accurately with limited supervision.

**EXAMPLES OF WORK PERFORMED**

* Enters vendors/providers client data into SAMS /Wellsky as required
* Reconciles on an on-going basis data entered into SAMS/Wellsky
* Provides necessary reports to Supervisor
* Provides necessary feedback to Supervisor on SAMS/Harmony issues/concerns, etc.
* Maintains files by Vendor/provider for data entered into SAMS/Wellsky
* Attends training as directed
* Takes the lead in reconciliation of data collection
* Provide technical assistance and training to Vendors/providers as necessary
* Responsible for ensuring that data is received from the Vendors/providers as required
* Responsible for ensuring data is entered into SAMS/Harmony to meet report deadlines
* Responsible for reporting issues, comments, etc., to Supervisor on a timely basis
* Ensures client data are updated and maintained
* Reviews client data on an on-going basis
* Reviews client assessments to determine risk factors and follow ups with Vendors/Providers and documents accordingly
* Assist with SAMS/Wellsky trainings as directed
* Other duties as assigned or necessary to meet the goals and objectives of the AAA
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies
* Contributes to team effort by accomplishing related results as needed
* Other duties as assigned or necessary to meet the goals and objectives of NCNMEDD

**QUALIFICATIONS AND SKILLS REQUIRED**

* Basic office and computer skills
* Ability to work independently, prioritize tasks, and meet deadlines
* Become familiar with SAMS/Wellsky required assessments and process
* Ability to prepare/create the necessary computerized reports
* Ability to communicate clearly and concisely, orally and in writing
* Must be able to maintain effective working relationships with NCNMEDD staff and vendors/providers
* Ability to independently plan and organize projects
* Ability to coordinate input from various organizations/individuals
* Ability to work and perform in conflict/crisis environments
* Knowledge of program planning concepts, principles, and practices
* Demonstrate behavior that maintains the organization credibility, integrity, and positive image in the community

**SUPERVISORY RESPONSIBILITIES**

This position does not require any supervisory responsibilities.

**PHYSICAL DEMANDS**

This position requires basic physical demands for working in an office environment including, sitting for long periods, using computers and other typical office equipment, driving a car/van, carrying documents, and walking.

**TRAINING**

Training in SAMS/Wellsky is required for this position. Standard training for all employees will be applied to this position as well as any training deemed beneficial by management in the future.

**DECISION-MAKING**

This position does not require decision-making responsibilities beyond those required in a typical day-to-day working environment.

**COMMUNICATIONS**

Reports to the Aging Services Data Manager and other staff the Data Manager directs and interacts with NCNMEDD employees and contractors, New Mexico State agencies staff, Federal agencies staff, state and local elected officials, the public, and private and/or corporate entities.

**EQUIPMENT USED**

Typical office equipment will be used such as computers, calculators, phones, copier/printers, projectors, and cars/vans.

**WORK ENVIRONMENT**

This position will work in a standard, smoke-free, indoor office environment with other staff.

**CONDUCT**

The District has a direct and vital impact on the quality of life for those we serve. Accordingly, the services we provide require honesty, impartiality, and fairness, and must be dedicated to the protection and promotion of the public health, safety, and welfare. As an employee and representative of NCNMEDD and its Board of Directors, all personnel are required to exhibit and practice the highest standard of honesty and integrity and must perform under a standard of professional behavior that requires adherence to the highest principles of ethical conduct in all aspects of the position.

**APPLICATION REQUIREMENTS**

Complete NCNMEDD employment application online at [www.ncnmedd.com](http://www.ncnmedd.com), submit letter of interest and resumé as attachments to online application or e-mail to [ncnmedd@ncnmedd.com](mailto:ncnmedd@ncnmedd.com) or mail documents to:

North Central New Mexico Economic Development District

Attention: Monica Abeita, Executive Director

3900 Paseo de Sol

Santa Fe, New Mexico 87507