



Position Description

Position Description: Resource Library Assistant, Senior Medicare Patrol (SMP) Resource Center and State Health Insurance Assistance Program (SHIP) Technical Assistance Center (remote)

Reports to: Joint Centers Director

Updated: July 9, 2026

Supervises: N/A

FLSA: Non-exempt

Position Summary:

Assists the SMP Resource Center and SHIP TA Center with organization and upkeep of digital properties, including the SMP website and Resource Library, SMP Medicare Tracker mobile app and game (SMP Fraud Busters), as well as the SHIP TA Center Resource Library and Toolboxes. Tasks will include maintaining a detailed inventory of resources, assisting with updating resources as appropriate, providing support to online library users, updating content in the mobile app/game, and supporting the review and reorganization of online training modules. This position is fully remote.

Position Responsibilities:

- Maintain an up-to-date inventory of resources held in the SMP online Resource Library and ensure they meet accessibility guidelines
- Coordinate resource sharing with the SHIP TA Center online Resource Library, and assist with cross-posting as needed
- As needed, review and update resources
- Follow up with directors when resources are waiting on the dashboard
- As needed, review and update curricula in TRAX, the SMP online training platform
- Work with the Digital Media & Communications Manager to make recommendations for the layout of a redesigned TRAX
- Ensure users' accounts are kept up to date
- Update the SHIP/SMP project directory when necessary
- Write and update content within the mobile game
- Learn about diversity, equity, inclusion, and belonging and apply it to daily work
- Lead and/or collaborate on agency initiatives on diversity, equity, and inclusion as able
- As part of NEI3A, assist in organization development and coordinate strategy, ideas, programming, and/or services to meet the needs of the aging population

Required Knowledge, Skills, and Abilities:

- Experience using WordPress or similar online content management systems
- Knowledge of mobile applications or content creation
- Excellent customer service skills with strong listening and soft skills
- Able to learn how to use additional computer programs, as needed
- Able to receive and implement feedback to develop a quality end product



- Detail-oriented
- Able to carefully follow instructions and problem solve.
- High-level organizational skills, with the ability to handle multiple tasks while managing time efficiently
- Able to maintain confidentiality
- Able to work independently and utilize good project management skills
- Able to maintain a positive working relationship with NEI3A staff, grantees, subcontractors, vendors, and the public
- Strong interpersonal skills to relate to diverse cultures, older persons, and caregivers

Required Qualifications:

- Bachelor's degree in library science, education, English, communications, social sciences, or a related field
- 2 years of relevant experience

Required Travel

- Under normal public health conditions, some travel will be required, approximately quarterly. An employee in this position may be required to travel to national conferences, national meetings, and in-person team meetings.

Physical Demands:

- Essential functions of this position include working with and around other staff; vision acuity (near) for reading computer work; hearing and speech for ordinary conversation and for communicating with staff and clients in person and over the phone; finger dexterity/touch for typing, filing, etc.
- While performing the duties of this job, the employee is required to use computers and computer systems (including hardware and software), enter data, or process information for extended periods of time.
- Employees in this position may be required to travel distances and ascend/descend stairs, stand, bend, and stoop.

Core Values:

- Dedication – Committed to fulfilling our mission with integrity and passion.
- Excellence – Pursuing greatness in all we do
- Innovation – Embracing change to meet evolving needs.
- Collaboration – Building diverse partnerships for maximum impact.
- Person-Centered – Empowering individuals and respecting their perspectives.

Work Environment:

- This is a telecommuting position with office space available in Iowa, if desired.

NEI3A is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel processes are merit-based and applied without discrimination based on race, skin color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or any other characteristic protected by applicable law.



NEI3A believes that diversity and inclusion among our teammates are critical to our success, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

In compliance with the Americans with Disabilities Act, NEI3A provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with NEI3A.

Employee Signature

Date

Northeast Iowa Area Agency on Aging, Inc. is an Equal Opportunity Employer