



Position Description

Position: Client Technical Support Manager

Supervises: None

Reports to: Joint Center Director, SHIP and SMP Resource Centers

FLSA: Non-Exempt

Updated: 10/02/2024

Position Summary: The State Health Insurance Assistance Program (SHIP) Technical Assistance Center is funded by the U.S. Administration for Community Living to provide technical assistance, training, and resources to the 54 SHIP programs across the U.S. and its territories.

This position has primary responsibility for responding to requests for help received through the SHIP TA Center's national toll-free number, used by both the public and by SHIP staff and volunteers and providing individualized technical assistance to support users of the national SHIP data reporting system, called STARS. In addition, this position assists in analyzing available data to ensure that the SHIP TA Center is meeting the needs of the clients it serves, which includes both SHIP program representatives and Medicare-eligible members of the public.

The following responsibilities are representative of recurring tasks. These are not to be construed as exclusive or inclusive. Other duties may be required and assigned. These responsibilities must be performed satisfactorily with or without accommodation.

Responsibilities and Duties:

- Master using the SHIP data system, STARS (SHIP Tracking and Reporting System). Manage STARS trouble-shooting issues and optimization strategies, maintain content updates to the STARS Manual, and provide 1:1 assistance to STARS users.
- Manage the operation of the SHIP TA Center's toll-free number, including working with the geo-routing vendor and NEISA to ensure proper technical functions.
- Be the primary person answering calls to the SHIP TA Center's toll-free number and responding the needs of callers, whether they are members of the public needing to talk with their SHIP or SHIP representatives needing technical assistance from the SHIP TA Center.
- Support SHIP data system training webinars and follow-up, which includes providing needed updates and/or information on monthly networking calls.

- Serve as a subject matter expert reviewer of training materials, manuals, and all other documents related to STARS.
- Work collaboratively at the national level with other members of the SHIP TA Center, ACL, ACL's STARS data system vendor, and the National Council on Aging's Center for Benefits Access to address the needs of all STARS users and improve the accuracy of STARS data for SHIP and MIPPA (Medicare Improvements for Patients and Providers Act) reporting.
- Collaborate with NEI3A's SHIP TA Center staff and Senior Medicare Patrol (SMP) Resource Center staff, to improve the quality and efficiency of NEI3A's national center services.

Required Skills, Knowledge, and Abilities:

- Superior interpersonal communication skills, including the ability to relate respectfully with people from diverse cultures
- Able to communicate technical instruction in writing, orally, and in demonstration, and to provide effective one-on-one technical assistance in the required topics
- Self-motivated to work independently
- Ability to learn new information and processes, then teach them to others
- Able to form productive, professional relationships across great distances without face-to-face contact
- Proficient in Microsoft Office and able to master other technology platforms used by SHIPs and the SHIP TA Center
- Speaks and corresponds in a highly professional manner
- Able to maintain a positive working relationship with NEI3A staff, grantees, subcontractors, vendors, and the public

Required Qualifications:

- Bachelor's degree (or 2-year degree plus 2 years related work experience) in Business, Communications, Education, English, Journalism, Public Relations, or a related field that requires both the use of technology and the ability to communicate effectively
- At least two years of work providing technical support via a web interface and/or a toll-free hotline

Desirable Qualifications:

- Previous experience working with STARS or other network data systems used in the field of aging and disability (e.g., SIRS, NPR)
- Certification in information & referral in human services (e.g., through InformUSA, formerly AIRS)
- Knowledge of Medicare and Medicaid

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.
- Occasionally may be required to drive your own vehicle or agency owned vehicle to support program activities.

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.

Work Environment

- Work from home position available. If choosing an office location (limited space may be available in one of NEI3A’s Iowa offices), the noise level in the work environment is moderate.

Core Values

- **Dedication – Committed to fulfilling our mission with integrity and passion.**
- **Excellence – Pursing 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.**

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 is 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 the NEI3A.

Employee Signature _____ Date _____

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