

Job Description - MiCAFE Call Center Coordinator—Open until filled

The Michigan Coordinated Access to Food for the Elderly Program (MiCAFE) assists low income older adults access food stamps and other public benefits to improve the quality and resources to live. It is a program of Elder Law of Michigan, Inc. a statewide non-profit organization.

This position, to be filled immediately, coordinates ongoing efforts of the MiCAFE Call Center. The Call Center provides information and support to low-income senior citizens over the telephone and educates callers about the food stamp and medical assistance programs. The position supports and trains MiCAFE 's organization and individual partners in the field. Conducts outreach for volunteers and clients to involve them in the MiCAFE program.

The ability to communicate with vulnerable populations, strong organizational skills, and ability to create reports using Microsoft Excel and Access are necessary for this position. Knowledge of public benefit programs available for senior citizens is a plus. Should enjoy working in a fast paced non-profit organization and working with older adults from all backgrounds.

Essential Duties and Responsibilities

- Support senior citizen callers over the phone through education on the food stamp program, referrals to community sites, and some client follow-up.
- Support trained volunteers in the field over the telephone to answer questions about food stamp applications and resolve technical / computer issues.
- Conduct trainings for project partners on food stamp policy and the MiCAFE computer application process
- Arrange call center staff schedules to ensure consistent phone coverage
- Assist with clerical support for the MiCAFE program including supply inventory, organizing volunteer trainings, and conducting mailings
- Assist in outreach efforts to seniors and potential project partners
- Work with client databases including importing data into a MS Access database on a regular basis
- Assisting Project Director and other ELM staff with duties as assigned

Credentials and Experience

- Bachelors Degree preferred
- Experience working with senior citizens, community-based organizations, and/or public benefits desired
- Equivalent combination of education and experience
- Strong verbal and written communication skills are essential to this position
- Strong technical skills related to the operation of computer-based applications and working knowledge of the Internet

This position is full-time (35 hours per week). Salary range: \$19,000 - \$22,000/yr plus benefits

Send resume, cover letter, and references via email as soon as possible (8/20/08) to employment@elderlawofmi.org. Position will be filled as soon as possible. See the MiCAFE website for more information at www.micafeonline.org.