

**Summary**

The Benefits Ambassador is an important administrative and program support position responsible for the implementing requirements for the Access Your Benefits Program offered by Fairhill Partners. This position is a volunteer (5 - 20 hours per week), currently planned to end on December 31, 2010. This position will remain open until filled.

**Responsibilities**

- Work effectively in a multi-tasking, highly personalized environment;
- Exercise professional judgment and maintain a high level of confidentiality;
- Answer and respond to phone calls from older adults, disabled adults, their family members and other professionals seeking information about benefits eligibility and enrollment.
- Enroll eligible older persons and disabled adults in benefits using the internet;
- Enter and maintain information in a data base;
- Assist with Training other paid and unpaid Benefit Associates for the Access Your Benefits team;
- Daily, Weekly and Monthly reporting;
- Assist with Coordinating and execute outreach events to promote services;
- Send packages and make copies;
- Return phone calls and make appropriate referrals;
- Respond to emails
- Carry out other administrative duties as assigned;
- May act as a team leader for a team of unpaid staff.

**Qualifications**

- Minimum three (3) years successful, administrative experience or equivalent specialized education;
- Experience working with diverse publics, required, experience working with older and/or disabled adults preferred;
- Outgoing, self motivated, and patient, able to work with seniors on an individual or small group basis;
- Superior interpersonal and ethical attributes; ability to get along with diverse personalities, tactful, mature, resourceful and flexible;
- Ability to work effectively in a “team” environment
- Computer proficiency in word processing, spreadsheet, database and Internet.
- Professional appearance, attire and demeanor.

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***Note: Fairhill has a policy of 100% pre-placement drug screening and background check for all positions.***