



## Program Specialist (Two Openings)

Program Specialists are responsible for daily activities related to service for clients and their customers. This includes staffing phone lines, email-based communication, record-keeping, data entry, and face-to-face interaction. Maintains client trust in Align and protects client/customer operations by keeping information confidential. Individuals in this non-exempt, hourly position report to the program manager(s) responsible for the program(s) they support and may take direction from any member of the management team.

Occasional travel is required.

### **Essential Functions:**

- Learns and maintains knowledge of relevant regulations and Align Team operational procedures for a variety of clients,
- Receives, records, and responds to incoming telephone calls received in an accurate, courteous manner and in accordance with established corporate guidelines for a variety of clients,
- Receives, records, and responds to customer requests and operational procedures in accordance with established corporate guidelines for a variety of clients,
- Perform processing tasks using different software for a variety of clients,
- Performs mail, email, voicemail, electronic filing, and fax functions,
- Attains working knowledge of our role as a business partner and ensures the interactions with all customers and clients are professionally maintained,
- Participates as a team member in collaborative communication to identify process or system errors and possibilities for improvements,
- Assists with general office support as needed,
- Develops, maintains, and coordinates process and system change testing,
- Executes internal process reviews.

### **Non-Essential Functions:**

- Helps the company find new clients through personal contacts, conference attendance, and staffing booths.

### **Organizational Relationships:**

This non-exempt position reports to the manager(s) of the program(s) supported and may take direction from any member of the management team. Interfaces daily with management and employees. Supports corporate values by demonstrating a high regard for clients, the communities we serve, and the internal team.

**External Relationships:**

Contact via telephone and in-person with Align clients, customers, and business partners. Represents the corporation in the community and promotes the corporation's goodwill interest in community activities.

**Minimum Qualifications:**

- High school diploma or GED required
- Must complete a background check
- Eligibility to work in the United States

**Preferred Qualifications**

- Experience using database software

**Knowledge, Skills, and Abilities**

- Ability to use the Microsoft Office suite of software applications.
- Experience with database software.
- The ability to contribute to and work within a team environment.
- The ability to accept direction from multiple sources.
- Excellent customer service skills.
- Excellent interpersonal and communication skills.
- Strong organization skills; detail-oriented.
- Ability to quickly switch between tasks to support multiple programs and priorities.
- The ability to work remotely in situations such as inclement weather.

**Material and Equipment Directly Used:**

Scanner, miscellaneous printers, postal equipment, calculator, copy machine, telephone, computer, keyboard, various legal documents, and various software.

**Physical Demands:**

An open office environment with comfortable surroundings. While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment, and reach with hands and arms. Employees are frequently required to stand and walk and lift up to ten pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must have the ability to travel on occasion.

**Compensation and work hours**

Minimum hourly rate: \$17. Overtime may be offered during peak processing periods.

Generous benefits package including employee-only health insurance (80% company-paid) with the option to enroll dependents (self-pay). Company-paid life, AD&D, and long-term disability. Company-paid dental, and vision. 401(k) with 4.5% match. Vacation and sick leave. Tuition reimbursement. Excellent work environment with opportunities to learn and grow.

Typical working hours 8-5 Monday through Thursday and 8-4 on Friday with a one-hour break for lunch.

## **Apply**

The position is open until filled, with application review beginning on July 15, 2022.

Must be currently authorized to work in the United States.

It's easy to apply! Click the "Apply Now" button below. We'll ask a few questions about you and provide fields you can use to upload a letter and your resume. We will confirm receipt of your application within two working days. If you don't receive confirmation, please email us at [hr@TheAlignTeam.org](mailto:hr@TheAlignTeam.org).

A rectangular button with rounded corners, a light gray background, and a dark gray border. The text "Apply Now!" is centered in a bold, black, serif font.

**Apply Now!**