



By Tempe Community Council

position posting

ENROLLMENT SPECIALIST

Commitment to Schools in Tempe and Kyrene is looking for an Enrollment Specialist for our Thrive to Five program. Thrive to Five provides family support services to parents and/or caregivers of children aged birth to five years old in family resource centers located inside elementary schools. Our goal is to ensure that all children are physically, socially, intellectually, and emotionally prepared for success in kindergarten and beyond.

GENERAL DESCRIPTION

This full-time bilingual position will rotate among several school-based family resource centers in the Tempe and Kyrene school districts. This position will directly assist families with applications for AHCCCS, Food Stamps (now called SNAP), make referrals to other community resources, and participate in outreach activities. The enrollment specialist is part of the Thrive to Five team helping to increase awareness of the importance of early childhood. Funding for this position is based on a grant from First Things First.

APPLICATION PROCESS

Please apply with a cover letter and a resume to: tccjobs@tempe.gov no later than June 15, 2012. No phone calls please.

ESSENTIAL FUNCTIONS

- Speak, read and write English and Spanish fluently and is able to easily switch between the two languages.
- Participate in school/community events (health fairs, back to school events, etc.) which promote Thrive to Five's mission and inform community members of our services.
- Must be flexible with hours and be able to work some evenings and weekends.
- Must be proficient in operating a lap-top computer and have the ability to independently trouble shoot basic problems.
- Use the online enrollment-screening tool Health-e-Arizona (training provided); complete the application forms for clients with a high degree of accuracy.
- Manage time effectively. Keep track of appointments and required tasks.
- Operate Microsoft Office applications including: Outlook, Word and Internet Explorer.
- Operate general office equipment including FAX and photocopy machines.

ESSENTIAL FUNCTIONS cont'd

- Operate automobile (proof of current driver's license and insurance coverage required) to perform tasks at multiple locations, must have access to reliable transportation.
- Conduct phone conversations in both English and Spanish; schedule appointments.
- Ability to move boxes and computer equipment (up to 40 pounds) medium distances (up to 400 feet).

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- High School diploma or GED.
- Ability to work independently and be self-directed.
- Ability to work as a part of a team.
- Ability to work in a professional manner with clients who may be irate.
- Very strong organizational skills required.
- Ability to learn and understand eligibility requirements for multiple public and private insurance and assistance programs.
- Strong communications skills with an ability to build rapport with individuals who may be suspicious or fearful of government sponsored programs.

PREFERRED KNOWLEDGE, SKILLS AND ABILITIES

- BA, BS, AA or progress toward a college degree.
- Training, education or experience in Social Work, Community Outreach, Healthcare or Insurance Enrollment.
- Possess a "can do" attitude and enthusiasm when communicating the opportunities offered by Thrive to Five to potential clients, volunteers and community partners.
- Interpersonal Skills: able to develop trust with individuals who are fearful and suspicious.
- Work Style: able to work independently and in a group setting.