

## **JOB OPENING**

Job posting #15-06- The [Oklahoma Insurance Department](#) has an opening in the MAP Division for a Volunteer Coordinator. Salary: \$32,000 to \$38,000. **Submit resumes by 5:00 pm, Monday, May 18, 2015** to: Angie Fields by e-mail to: [angie.fields@oid.ok.gov](mailto:angie.fields@oid.ok.gov)

### **DEFINITION**

Under supervision of the Division Director, assist with the development and execution of a structured, statewide volunteer program to provide assistance on Medicare related issues to Medicare beneficiaries. Assist with the day-to-day activities of the Medicare Assistance Program (MAP) and provide support services to Medicare and Medicaid beneficiaries via phone, email and in person.

### **DUTIES AND RESPONSIBILITIES**

- Assist the Division Director in the development and execution of a program to recruit and sustain volunteers across the state to function as MAP counselors in their communities, including researching other existing volunteer programs as potential models, developing a plan of implementation, and then executing that plan.
- Provide assistance to the Director, which includes preparing correspondence and other documents.
- Conduct counseling by phone, email and in person with individuals making inquiries regarding Medicare, Medicaid, Medicare Supplement policies, Long Term Care insurance and other health insurance benefits to determine what type of intervention, counseling and assistance our program may provide.
- Perform related work as required and assigned.

### **KNOWLEDGE AND SKILLS**

- Knowledge of Medicare/Medicaid benefits, rules and regulations.
- Ability to conduct research online, telephonically and in person.
- Ability to educate oneself continually in changes in Medicare rules, laws, products and plans and the effect of those changes on the citizens of Oklahoma and those who act as volunteer counselors of the programs.
- Ability to establish and maintain effective working relations with others, to follow oral and written instruction, and to interpret and handle routine decisions according to department policy.
- Excellent communication skills with an emphasis in non-invasive communication skills and techniques with the senior adult population and a basic knowledge of senior adults' social needs.
- Ability to interact cross-functionally with multiple areas and multiple levels of the organization.
- Proficiency with Microsoft Office products including but not limited to Word, Excel and PowerPoint.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree in any field or an equivalent combination of education and experience substituting each year of related experience for each year of education. Preference may be given to those with prior experience managing a volunteer program and/or working with Medicare related products and plans.

**NOTE:** Employees of the Oklahoma Insurance Department cannot have an immediate relative who is financially interested, directly or indirectly, in any insurer, agency or insurance transaction (except as a policyholder or claimant). The selected applicant must not have a felony conviction and must pass a background check. Individual may be required to pursue NAIC designations as job duties require.

Employees of the Oklahoma Insurance Department are unclassified employees of the state. For benefits offered by the State of Oklahoma to employees of the state, please use this link to access the Office of Personnel Management benefits page at

[http://www.ok.gov/opm/HR\\_and\\_Employee\\_Services/index.html](http://www.ok.gov/opm/HR_and_Employee_Services/index.html)

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