



Job Announcement

Program Assistant (Bilingual English-Spanish)

The **Center for Health Care Rights** is a Los Angeles-based nonprofit organization dedicated to assuring consumer access to quality health care through education, counseling, informal advocacy and legal services. The Center is the Health Insurance Counseling and Advocacy Program (HICAP) for Los Angeles City and County and is the primary source for Medicare beneficiaries to access free and unbiased Medicare education and information. The Center's direct services to Medicare beneficiaries empower consumers who are seniors and/or people with disabilities and their family members to use Medicare, Medi-Cal and other health benefits effectively, make informed health care choices, and take appropriate action to resolve their health care problems. All services are provided free of charge.

Program services include **counseling and informal advocacy** (to help clients understand their Medicare and Medi-Cal rights and benefits, obtain access to programs that provide help with medical expenses, and help resolve access to care problems within the Medicare and Medi-Cal programs); **community education and outreach** (via free educational seminars on Medicare, Medi-Cal, and other health care topics for Medicare consumers, caregivers, and health and social service providers); and **legal assistance** (with staff attorneys providing Medicare beneficiaries with legal advice and/or representation to resolve serious Medicare and Medi-Cal access to care problems or claim denials).

Position Description: The Center for Health Care Rights is recruiting for a full-time Program Assistant (Bilingual English-Spanish).

The Program Assistant is the first point of contact for individuals and organizations communicating with the Center for Health Care Rights by telephone, mail, and, once we resume in-office appointments, in-person. It is the Program Assistant's responsibility to provide support to direct service staff and management in their efforts to provide services to Medicare beneficiaries and those individuals soon to be eligible for Medicare benefits.

Specific Duties:

- Answer telephone hotline primarily serving Medicare beneficiaries;
- Answer administrative telephone calls and route to appropriate staff;
- Provide front office support as needed;
- Schedule appointments for appropriate services;
- Maintain accurate database records on all client contacts and services;
- Provide office support for administrative tasks including mailing, copying, scanning, filing and scheduling;
- Work on special projects as assigned.

Job Qualifications:

- Three years or more experience providing exceptional customer service.
- Prior experience working on a telephone hotline or answering heavy telephones.
- Excellent written and verbal communication skills;
- Strong organizational skills, detail orientation, and professionalism;
- Interest in serving the needs of seniors and/or people with disabilities;
- Proficient with Microsoft 365 and Office Suite;
- Experience with database systems and spreadsheets preferred.
- **Must be able to communicate effectively in both English and Spanish.**

Salary and Benefits: The starting salary range is \$42,000-\$47,000, depending upon qualifications. Employer provides 100 percent paid premium health and dental benefits and paid parking. The Center offers a voluntary and self-funded tax-deferred annuity program and supplemental insurance. Generous paid time off including paid holidays, vacation, and sick leave.

Work Environment: This is a full-time position. Work office location is in Los Angeles, California. Please note that this position will work primarily in the office with some flexibility for remote work.

How to apply: Send resume and cover letter by email to: center@healthcarerights.org.

Background Check and Screening: Applicants considered for hire must pass a background check.

The Center for Health Care Rights, an equal opportunity employer, encourages all applicants to apply, and does not discriminate based on race, ancestry or national origin; color; sex; sexual orientation; religion; physical disability; marital status; or age.