**Title:** SHINE Open Enrollment Specialist  
**Classification:** Barnstable County

<table>
<thead>
<tr>
<th>Department:</th>
<th>Human Services</th>
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</thead>
<tbody>
<tr>
<td>Grade:</td>
<td>N/A $26.27 per hour</td>
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<tr>
<td>Reports to:</td>
<td>Director</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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<tr>
<td>Effective Date:</td>
<td>August 2020</td>
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<tr>
<td>Union Status:</td>
<td>Non-represented</td>
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**Definition**

Assisting the SHINE (Serving the Health Insurance Needs of Everyone) Regional Office with SHINE Counseling to Medicare beneficiaries during the Medicare annual open enrollment period starting in October and running through January; all other related work, as required.

**Supervision**

Works under the supervision of the SHINE Program Manager.

Employee operates independently and receives instructions on general strategies and guidelines and specific assignments; work assignment is reviewed by the evaluation of work products and feedback from staff or clients.

**Job Environment**

Work is generally performed in typical office conditions, with frequent interruptions and requests for information, often on the telephone. May be required to attend specific training and meetings on occasion. Operates computer and standard office machines, such as photocopier, facsimile machine.

**Essential Functions**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Respond to client inquiries and counsel accordingly
- Triage incoming calls to determine appointment necessity
- Coordinate scheduling of appointments with other SHINE Counselors
- Provide accurate information when counseling beneficiaries, and provide follow up as necessary
- Keep record of all contacts and submit a Beneficiary Contact Form for each client into the STARS database

Performs similar or related work as required, directed, or as the situation dictates.

**Recommended Minimum Qualifications**

**Education and Experience.** Must be Certified SHINE Counselor with three years of experience.

**Knowledge, Ability and Skill**

*Knowledge and Skills.* Able to operate computer, navigate Medicare Website and state SHINE Counselor website, and use remote technology. Excellent communication skills.
Ability. Ability to meet deadlines, multitask, demonstrate sound judgment, and utilize good decision-making skills. Ability to counsel telephonically.

Physical Requirements

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimal physical effort required. May be required to move/transport up to 25 pounds such as boxes and books. Ability to operate a keyboard and standard office equipment. Operates automobile to perform County-wide travel to transact business.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.