



425.774.5555
Tax ID # 91-0828576
PO Box 717 | Edmonds WA
220 Railroad Ave | Edmonds WA
www.edmondswaterfrontcenter.org

Position Title: Outreach Specialist

Department: SHIBA- Statewide Health Insurance Benefits Advisors

Status: Non-Exempt. Hourly. Hourly Pay Rate: \$21.42 Job Type: Part-time, 15-20 hours per week.
(Hours will increase during Open Enrollment (Mid-Oct to early December))

Location: 220 Railroad Avenue Edmonds, WA. Includes traveling to various locations (Must have reliable transportation and valid driver's license to travel for outreach in Snohomish/Skagit and parts of Island counties)

ABOUT THE ORGANIZATION

Edmonds Senior Center (DBA Edmonds Waterfront Center) \$2.9M organization. We have over 4,000 members, 60 employees, and more than 200 volunteers. The organization operated as the Edmonds Senior Center for 52 years in a waterfront building that exceeded its useful life. A new 26,000 sf building was erected on the site and opened in March 2021. Since its opening, the organization has experienced exponential growth.

OUR VISION

A multigenerational, multicultural community hub where everyone feels welcome. A place where activities and programs are fun and engaging, and our services lift people up. The welcoming atmosphere, energy level and caring spirit make it a community gathering place where local and area residents of all ages come to join old friends and meet new ones.

OUR MISSION

The EWC bridges generations and cultures to improve lives, strengthen our communities, and empower individuals to achieve their full potential.

OUR CORE VALUES

- Lifelong Learning
- Health & Wellness
- Diversity & Inclusion
- A Culture of Respect
- Involvement of Volunteers
- Commitment to Innovation

Position Overview:

Statewide Health Insurance Benefits Advisors (SHIBA) is a program of the Washington State Office of the Insurance Commissioner (OIC) that provides information on Medicare to Washington State consumers. The Customer Service Specialist (CSS) located at Edmonds Waterfront Center assists the SHIBA Coordinator in the service delivery through a multi-site network of trained volunteers who provide one-on-one consultations to consumers in person, by telephone and email, and



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through public presentations. The purpose of this position is to increase the customer service capacity for Medicare and Medicaid outreach in Snohomish and east Skagit counties.

Context and Mission:

Edmonds Waterfront Center is a non-profit organization located in Edmonds, WA. Our mission is to connect and strengthen our community through programs, services and activities that engage, inspire and support people of all ages.

Essential Job Functions and Responsibilities:

Assist with outreach and partnership development- this position will work with local Human Resources departments and associations to provide presentations for retiring employees for those companies who provide health insurance, and to provide information on how to get insurance for those employers who either do not provided insurance or who have part time employees.

Assist SHIBA Coordinator in monthly presentations focused on Medicare improvements for Patients and Providers Act (MIPPA). Other outreach activities may include a regular presence at rural libraries, health support groups, senior centers, churches, and other appropriate locations.

Assist the SHIBA Coordinator with other duties as assigned.

Required Qualifications:

- High school diploma or equivalent
- Demonstrated customer service, communication, and interpersonal skills when working with all ages, but specifically, older adults.
- Flexible schedule and the ability to work under pressure and time constraints
- Communicate effectively verbally and in writing, including active listening
- Proficient computer skills for tracking, reporting, scheduling, etc., specifically Word and Excel
- Ability to learn new software
- Must have valid driver's license and vehicle

Preferred Qualifications:

Bilingual, a plus

Condition of Employment:

Criminal background clearance

Physical Requirements:



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

- Regular activities include frequent sitting, standing, walking, reaching, and bending
- Occasional pulling, lifting, and climbing stairs
- Ability to speak, hear and communicate clearly while handling staff inquiries, telephone calls and customer requests
- This position requires repetitive motions of the wrists, hands, and fingers for typing at a standard keyboard and regular pinching, picking up and holding pencils, tools, etc.
- Must have the ability to lift and carry 25 pounds as needed

Commitment to Equity and Inclusion

The Edmonds Waterfront Center advocates equity and inclusion in hiring.