

Greater Wisconsin Agency on Aging Resources

Position Description

Position Title: EBS Training Coordinator

Reports to: Legal Services Manager

Position Status: This is a part-time position. The candidate will work 20 hours per week, generally between the hours of 8:00-4:30 Monday through Friday. This position can be performed remotely.

Position Summary: This position provides administrative assistance to the attorneys and staff in the Elder Law & Advocacy Center at the GWAAR. The EBS Training Coordinator will coordinate basic and regional trainings, prepare and edit newsletters and publications, upload documents to SharePoint, onboard new benefit specialists, and general office work to ensure smooth workplace operation. On rare occasion, statewide overnight travel may be required for conferences and/or training events.

Essential Job Functions:

1. Prepare for monthly virtual and/or in-person EBS trainings, including creating agendas, editing training materials, posting training materials on SharePoint, reserving conference rooms, setting up Zoom links, ordering lunch, making signs, monitoring attendance, etc.
2. Coordinate training of new EBS around the state with regard to webinars, trainings, and orientation materials.
3. Assist attorneys with document review and exhibit preparation for administrative hearings and appeals.
4. Create, edit, and proofread consumer publications as well as monthly or quarterly newsletters for the EBS legal services program, Guardianship Support Center (GSC), and Senior Medicare Patrol (SMP) programs.
5. Assist with database entry for the EBS legal services program and GSC programs in compliance with grant requirements.
6. Respond to general consumer questions via phone or email.
7. Work with the GWAAR legal services team to ensure overall organization and coordination of the grant programs.
8. Assist with coordination and planning of Aging Advocacy Day and other GWAAR-sponsored events.
9. Other general office duties as needed, including filing, scanning, copying, or shredding documents.

Required Qualifications:

1. An associate or bachelor's degree is preferred; an equivalent combination of training and experience related to the duties of the position will be considered.
2. Strong verbal, written, and editing skills.
3. Ability to organize, prioritize, and adhere to deadlines.
4. Experience in using internet applications, Outlook, Excel, PowerPoint, and Word.
5. Familiarity with basic office equipment such as copy machine, fax, scanner, etc.
6. Understanding of and adherence with strict client confidentiality standards.
7. Self-starter who can work with limited supervision.
8. A valid WI driver license and access to reliable transportation.

Preferred Qualifications:

1. Interest in working with older adults individually and on systemic issues related to aging advocacy.
2. Basic familiarity with programs such as Medicare, Medicaid, SSA, consumer issues, housing, ACA, etc.
3. Previous experience in customer service, program coordination, or office assistance.
4. Fluency in multiple languages is a plus.
5. Proficiency with Microsoft Publisher, SharePoint, and/or multimedia design.