



Internship Opportunity

Business/Organization	Location
Northeast Arc	Danvers, MA
The Northeast Arc helps people with disabilities become full participants in the community; choosing for themselves how to live, learn, work, socialize and play.	

Pathway(s)	Business/Accounting
Objectives	<p data-bbox="345 552 797 583">Division: Administration & Finance</p> <p data-bbox="345 590 1523 852">Description: Assist in providing outstanding customer service and representing the Northeast Arc Fiscal Intermediary (FI) department in a professional manner. Assist in keeping all consumer files and forms up to date and registering consumers with the relevant Federal and State agencies; documenting all communication with consumers, surrogates, Personal Care Attendants (PCAs) and Personnel Care Management (PCM) agencies. Assist with the distribution of daily mail and bulk mailing. Must comply with the Policy and Procedure manuals.</p> <ul data-bbox="345 905 1523 1486" style="list-style-type: none"> • Respond to some simple in-coming and out-going telephone calls using standard scripts and procedures. • Update consumer and PCA records as requested. • Assist with mail distribution to other FI staff on a daily basis and assist with all bulk mailing. • Assist with maintaining files and spreadsheets, including scanning and copying. • Assist with mailing out welcome packages and consumer requested forms, as requested. • Verify timesheets. Each timesheet must be checked for accuracy of calculation, consumer and PCA data. • Assist with the “over usage” review and preparation of the over usage letters as stated in the policy and procedure manual on a weekly basis. • Provide backup to other FI staff per the request of the Supervisor or Assistant Director FI. • Other duties as requested
Expectations	<ul data-bbox="345 1503 1523 1755" style="list-style-type: none"> • Must have transportation to and from Danvers, MA • Must possess sufficient fundamental technical skills to perform job, including knowledge of computer spreadsheets and databases. Overall working knowledge of Microsoft Office, with strong Excel spreadsheets skill is required. • Excellent interpersonal skills; Ability to work effectively as a member of a diverse team; Experience in customer service preferred. Must be self-starter and able to multitask in a fast-paced setting to meet critical deadlines. Bilingual (Spanish) is a plus.

Additional Information
For more information, visit our website at: http://www.ne-arc.org/