



**PERSONAL ASSISTANCE
SERVICES COUNCIL**
Supporting and Enhancing Independence

Registry Specialist

Full-time in-office call center position assisting seniors and people with disabilities with finding a homecare provider

The Personal Assistance Services Council (www.pascla.org) is the public authority for Los Angeles County's In-Home Supportive Services (IHSS) Program for seniors and persons with disabilities. Our offices are located in East Pasadena, easily accessible from the Metro Rail Gold Line/L Line or the 210 Freeway.

- Monday-Friday, 8:00 am-5:00 pm
- \$18.00/hour
- medical, dental, vision for employee and eligible dependents
- paid vacation time and all LA County holidays
- CalPERS retirement benefits

The Registry Specialist coordinates the process of matching IHSS recipients with homecare providers, from initial inquiry through matching and followup:

- Respond to service request calls, accurately enter data, and maintain database information on assigned cases
- Provide recipients with matching reports; conduct regular followup regarding application, matching, and hiring progress
- Respond professionally and empathetically to complaints, accurately documenting complaints and resolving or appropriately escalating
- File reports with Adult Protective Services and IHSS

We're looking for an individual with 2 years of administrative or clerical experience, which includes at least 1 year providing direct customer service:

- Experience working with seniors, people with disabilities, and/or homecare very helpful
- Clear and professional communication on the phone in English (**bilingual in any language a plus**)
- Candidates for this position must demonstrate ability to write clear, simple business correspondence, using basic business grammar and punctuation
- Basic proficiency in Word and Excel; experience with Outlook and database software very helpful
- Ability to respond to complaints and de-escalate difficult situations
- High school diploma or equivalent

Email resume to

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Lead Human Resources Specialist

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