



120 NE 136th Avenue, Suite 215 Vancouver, Washington 98684-0862

Phone 360.694.6577

Fax 360.694.6716

www.hsc-wa.org

POSITION ANNOUNCEMENT
CUSTOMER SERVICE REPRESENTATIVE - TRANSPORTATION

The Human Services Council (HSC) is seeking qualified applicants for the position of Customer Service Representative (CSR) for its transportation services programs. CSRs determine eligibility and authorize transport for Medicaid and Non-Medicaid clients in SW Washington. Screening and scheduling are performed over the phone. Minimum requirements include two years of college level course work and one year of relevant work experience or any combination of education and experience that provides the required knowledge, skills and abilities. **Bilingual skills are highly desirable.**

The Human Services Council is a non-profit corporation established in 1957, governed by a volunteer Board of Directors. Human Services Council's mission is to improve peoples' lives by connecting them to opportunities, information and services that respond to their individual and family needs.

The Human Services Council typically hires applicants for this position in a temporary capacity for approximately three months to allow the applicant and employer to determine whether the position is a good fit and that the appropriate skill level is demonstrated. The hourly rate for the temporary placement is \$13.00. After an initial evaluation, and dependent upon the applicant's success within the position and the agency's availability of a regular ongoing position, the individual may be transitioned to a regular assignment as a Customer Service Representative position at an hourly rate of **\$13.41** and would then be eligible for benefits. The Human Services Council provides an excellent benefits package including paid time off, medical, dental and life insurance, employee assistance program and retirement contribution.

TO APPLY: Successful applicants will complete an application packet, which includes:

1. A Human Services Council Application form.
2. A resume detailing how your education and work experience prepares you to perform each aspect of the attached job description; a job history must be included as part of the resume. The resume must show how you meet the minimum qualifications for the position.
3. **Please provide responses on a separate sheet of paper to the following questions:**
 - Describe your experience interviewing clients, obtaining information, and providing assistance over the phone or in person.
 - Describe your experience working in a fast-paced, multi-tasking call center environment.

TO APPLY: Job announcements, descriptions and application form are downloadable from our website at www.hsc-wa.org

FULLY COMPLETED APPLICATION PACKETS MUST BE SUBMITTED TO BE CONSIDERED FOR THIS POSITION

**Human Services Council
Attn: Customer Service Representative Recruitment
120 NE 136th Avenue, Suite 215
Vancouver, WA 98684**

Human Services Council is an Equal Opportunity Employer