

HUMAN SERVICES COUNCIL - JOB DESCRIPTION

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE – TRANSPORTATION **FLSA:** Non-Exempt

PRIMARY FUNCTION: Provide basic level client screening and scheduling of transportation in a prompt, courteous and professional manner. Work directly with higher level program staff to address more complex transportation needs.

ESSENTIAL FUNCTIONS:

- Be at work on a regular, timely and consistent basis to perform the essential functions of the position.
- Meet or exceed established call taker statistics.
- Respond to requests by telephone and fax from clients and referring community agencies regarding transportation service needs and resources available in the community; utilize computerized database to document application, eligibility, and authorization; provide information regarding other community services.
- Determine eligibility and authorize transportation; follow applicable program policies, procedures and protocols.
- Address routine matters and refer questions which are beyond the scope, knowledge or authority of the position to the appropriate person; work directly with higher level program staff on more complex trip requests to include: vendor assignments, routing issues, exceptions to policy, and client concerns.
- Screen applicants for most appropriate type of transportation services that meet their mobility status and personal capabilities; schedule transportation services with lowest-cost, most appropriate available transportation provider.
- Screen and input after-hours and retro-authorized transportation into database, as needed.
- Maintain records, prepare monthly service reports.
- Perform back-up screening and billing functions as needed; assist with special projects or assignments.

RESPONSIBLE TO: Program Coordinator/Transportation Call Center

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to effectively communicate with the public, both orally and using written materials.
- Ability to establish and maintain effective working relationships with staff, clients and community partners.
- Ability to gather information through an interview process.
- Skill in providing customer services that are professional, prompt, courteous, customer-friendly, and responsive to the Clients.
- Ability to regularly achieve all call center goals and expectations.
- Ability to hear and speak clearly on the telephone; ability to sit through an 8-hour work shift using a computer and telephone; ability to use a computer keyboard to enter and retrieve information.
- Ability to apply professional judgment and follow policies and procedures.
- Excellent attention to details and problem solving skills.
- Ability to work in fast-paced environment.
- Ability to work as a team and understand and follow the Agency's Values and Norms.

MINIMUM EDUCATION/EXPERIENCE REQUIREMENTS:

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.

DESIRED SKILLS:

- Previous experience in a call center.
- Knowledge of community resources for the elderly, low income, and disabled clients.
- Bilingual skills are highly desirable but not required.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.