



## Job Description

**LifeTime Resources Mission Statement:**

*Working together to provide services that help people maintain their independence*

**LifeTime Resources Core Values:**

*Integrity*

*Quality*

*Compassion*

*Cooperation*

**Job Title:**

*Catch-A-Ride Administrative Assistant #2*

**Supervisor:**

*Catch-A-Ride Office Manager*

**Division:**

*Catch-A-Ride*

**FLSA Status:**

Non-Exempt

**Position Overview:**

Provides administrative support to *Catch-A-Ride* management to ensure the consistent provision of quality service, in keeping with *LifeTime Resources, Inc.* values, philosophy of service and policies, as well as requirements of the Indiana Family and Social Services Administration (FSSA) and the Indiana Department of Transportation.

**Essential Functions:**

GENERAL ADMINISTRATIVE

- Monitors *Catch-A-Ride* office operations, including staff adherence to policies and procedures; communicates suggestions or problems to the *Catch-A-Ride* Director.
- Provides clerical support to *Catch-A-Ride* management, independently completes tasks as appropriate.
- Monitors Medicaid/Managed Care portals and manages trips requests.
- Ensures that required Medicaid/Managed Care data is collected either electronically or via paper trips logs as necessary.
- Submits and tracks Medicaid/Managed Care claims and ensures timely payment.
- Tracks Medicaid/Managed Care complaints and works with the clients and/or provider to resolve issues as necessary.
- Ensures that Medicaid/Managed Care credentials and staff and vehicle records are up-to-date.
- Assists with scheduling and tracking routine maintenance to maintain a safe, fully inspected, and maintained fleet. Obtains price quotes for comparison and negotiation when necessary.
- Assists with Insurance Claims as needed.
- Responsible for Clean Zone account tracking and coordination of vehicles when ads need to be added/removed.

- Responsible for Margaret Mary Health Rides reporting and dispatching as necessary.
- Distributes client surveys and tracks results.
- Performs Customer Service Representative duties during Customer Service Representative lunch breaks, peak call volume and as needed.
- Acts as a backup for Administrative Assistant #1 as needed.

#### GENERAL

- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Understands, supports and models with professionalism the agency's Mission, Vision and Values.
- Engages in other related activities or special projects as required or assigned.

*The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.*

#### **Performance Requirements:**

*Knowledge, Skills, Abilities, & Mental Demand:* Clerical and computer skills, including ability to use Microsoft Office Suite; written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks; reasoning and problem-solving skills; ability to work with minimum supervision; ability to handle sensitive situations.

*Physical Effort:* Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently.

*Working Conditions:* Office environment; customer contact; occasional driving.

*Education, Experience and Training:* High school diploma or equivalent required. Knowledge of or skill acquired through considerable training or 3 to 4 years related experience.