



## 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* Field Supervisor Assistant

**Supervisor:**

*Catch-A-Ride* Director

**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.
- Ensures receipt and accuracy of daily driver paperwork (vehicle inspections, memo responses, etc.) and logs missing paperwork.
- Ensures that Medicaid/Managed Care credentials along with 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.
- Provides clerical support to *Catch-A-Ride* management, independently completes tasks as appropriate.
- Verifies and codes *Catch-A-Ride* vendor bills (uniforms, vehicle maintenance, etc.) and forwards to appropriate person for approval.
- Performs Customer Service Representative duties during Customer Service Representative lunch breaks, peak call volume and as needed.
- Acts as a backup for Contract Assistant and Office Assistant as needed.
- Performs daily tablet quality assurance checks.
- Assists with insurance claims.

- Responsible for vehicle advertising account tracking and coordination of vehicles when ads need to be added/removed.
- Assists the Director in verifying staff members report incidents and concerns as necessary.
- Performs background and BMV checks as required.
- Attends all meetings and training sessions for job position.
- Maintains stock of vehicle supplies and facilitates supply inventory tracking.
- Assists Field Supervisors with completing tasks associated with the New Hire Driver Checklist and onboarding of drivers.
- Assists Field Supervisors with filing of various documents.
- Performs daily mileage/time checks and corrects trip tickets as necessary.
- Assists with other program duties as needed.

#### ADMINISTRATIVE/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 the agency's Mission-based 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 in an organized manner; reasoning and problem-solving skills; ability to work with minimum supervision; ability to handle sensitive situations; ability to work closely with others on a daily basis; telephone skills; map reading skills; time management skills.

*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 travel.

*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.