



Job Description

LifeTime Resources Mission Statement:

Working together to provide services that help people maintain their independence

LifeTime Resources Core Values:

Compassion

Cooperation

Commitment

Job Title:

Customer Service Representative

Supervisor:

Catch-A-Ride Director

Division:

Catch-A-Ride

FLSA Status:

Non-Exempt

Position Overview:

Provides quality customer service while communicating in a professional manner with drivers and customers, gathering information needed to schedule requested services, all while keeping with the goals, philosophy of service, policies and objectives of the agency. This position is not considered a safety-sensitive position.

Essential Functions:**CUSTOMER SERVICE**

- Answers incoming calls promptly, gathers comprehensive information, and forwards information to appropriate person.
- Relays transportation information to customers.
- Develops thorough understanding of and ability to proficiently use Easy Rides scheduling software.
- Completes data collection, reporting and file maintenance on trips and client information as assigned.

DRIVER COMMUNICATIONS

- Dispatches/communicates information to drivers in a timely and professional manner as needed via two-way radio system and alternate methods as necessary.
- Reviews trip data for accuracy, finalizes daily schedules and faxes driver schedules as assigned

MAINTENANCE

- Assists Field Supervisor Administrative Assistant with maintenance duties as assigned.

ADMINISTRATIVE DUTIES

- Verifies Medicaid information and eligibility as needed.

TRAINING

- Attends all meetings and training sessions for job position.

OTHER

- Assists with other program duties as needed.
- Performs clerical duties as assigned.

- Promotes Catch-A-Ride and other services available at LifeTime Resources.
- Serves as back up for other CAR positions as needed.

ADMINISTRATIVE/GENERAL

- Maintains position manual.
- 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.
- Works to achieve established productivity standards in the areas of:
 - Trips per service hour
 - Average miles per trip

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 work closely with others on a daily basis; telephone skills; map reading skills; defensive driving 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.

I have read and understand the responsibilities and requirements of my job description.

Employee Signature

Date