

Job Title: CERC Customer Service Representative

I. Job Purpose:

Describe the job in terms of organizational objectives. Describe why the job is necessary and how it fills organizational needs.

Under direction of the Program Administrator, the Customer Service Representative (CSR) will receive, process, and schedule ride requests for medical transportation services for eligible Medicaid clients. As the initial contact with the public, the CSR must be courteous and professional and be able to represent COIC in a manner that will maintain and promote the positive reputation of the organization. The CSR must be capable of dealing with a wide range of personalities in telephone conversations and to be able to treat clients, many of who suffer from a range of medical and physical ailments, with respect and understanding. While the primary responsibilities of the CSR are receiving ride request and processing and scheduling rides, the CSR will regularly be asked to assist with other areas of CERC operations, including reporting, training, and quality assurance activities.

II. Duties, Tasks and Responsibilities:

These are the major job duties, listed in priority order, including the percentage of time estimated for each duty. Management reserves the right to add, modify or delete duties as it deems necessary at any time.

1. Receives and processes ride requests from clients and/or client representatives via telephone, email or fax. Checks database to ensure each client is eligible for transportation services and that the medical purpose of the ride is covered by Medicaid. Enters all required information into the CERC computer system to ensure the most appropriate, lowest cost ride will be selected for the particular client and medical transportation need. Enters appropriate notes to document specific needs when higher cost transportation is required or unusual circumstances exist that effect the cost or mode of the ride. 50%

2. Schedules rides with contracted transportation providers. Utilizes CERC software to determine the most appropriate, lowest cost ride and assigns rides to providers based on these criteria. Submits ride manifests to providers via fax and/or the CERC online provider scheduling and billing system. Receives refused ride notifications and reassigns such rides to the next most appropriate, lowest cost provider. 25%

3. Assists in quality assurance monitoring and correction. Receives comments, complaints, and other information related to the services provided by and coordinated through CERC. As appropriate, records information in Customer Service Incident reports (CSI's). Notifies appropriate COIC staff member when an incident requires immediate or particular attention and assists in responding to the incident as directed by the Program Administrator. Assists in reviewing ride records to ensure all ride assignments and other program activities are justified at the level required for a program audit. 10%

4. Handles real-time troubleshooting issues regarding rides scheduled through CERC. Potential troubleshooting issues include, but are not limited to, missed pickups, late pickups, lost drivers, missing clients, client complaints, provider complaints, and other situations that could effect the delivery of safe and reliable transportation to CERC clients. 5%

5. Helps train new staff members on the process and procedures for responding to ride requests, scheduling rides, and using all brokerage software. Works with clients to help them know how to utilize CERC to access their transportation benefits and to understand their rights and responsibilities within the program. Provides information to community partners (medical facilities, assisted living facilities, human service workers, etc) to help them understand the mission and role of CERC in coordinating transportation for Medicaid clients. 5%

6. Assists with other CERC activities as instructed by Program Administrator or Administrator's designated representative. Other activities may include compiling information for reports, assisting with presentations, and other tasks that benefit the program. 5%

III. Skills, Knowledge and Abilities:

Specifically describe the knowledge requirements of each skill. These are the requirements to perform the job duties.

Strong communication and public relation skills. Effective use of oral and written communication skills.

Ability to deal with a wide range of personalities, temperaments, and ability levels while maintaining a courteous and professional demeanor at all times.

Ability to complete multiple tasks, occasionally under highly stressful and/or time-sensitive conditions.

Ability to gain proficiency in the CERC ride tracking and scheduling software.

Computer experience in spreadsheet and word processing programs.

Ability to speak and write in Spanish will be given special consideration.

Previous call center and/or customer service experience is highly considered.

IV. Qualifications:

Education and/or equivalent work experience are necessary to perform this job. Certain business traits are necessary for each job and are stated here.

High school diploma or equivalent plus two years work experience in a related field, or the equivalent combination of education and experience in a related field may be substituted.

Previous call center and/or customer service experience is highly considered.

Must be bondable.

Must maintain client and agency confidentiality.

Valid driver's license and access to private vehicle or equivalent means of transportation.

Must pass a criminal and driving background check.

Must have the ability to communicate and interact positively.

Must have the ability to work as part of a team.

V. Fair Labor Standards Classification:

The FLSA of 1938, as amended, covers overtime pay requirements, among other issues. This classification relates to eligibility for overtime payments.

This is an exempt position.

Date: July 29, 2005.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____