

Rural Community Transportation, Inc.

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CALL CENTER SUPERVISOR

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About RCT: Based in the Northeast Kingdom of Vermont, Rural Community Transportation (RCT) is a nonprofit organization working to ensure that our community members have access to medical appointments, school, work and local programs, services and resources, by offering bus, van and volunteer driver services throughout our rural communities in Caledonia, Essex, Lamoille and Orleans counties.

Position: RCT's Call Center receives all incoming requests for non-emergency transportation and schedules trips to meet client needs. The Call Center Supervisor will be the functional manager of the Call Center, responsible for managing the day-to-day functions of the department, supervising, training and providing technical support to the Customer Service and Scheduler staff, and providing phone and scheduling coverage, as needed. With both management and hands-on customer service responsibilities, this is an ideal career growth opportunity for an individual with a strong customer-service orientation and solid organizational, communication and leadership skills.

Requirements and Qualifications: The Call Center Supervisor will be a collaborative leader, with the ability to promote a productive and positive work environment in which excellent customer service is the standard. Among the requirements for this position are the ability to communicate effectively and respectfully with clients, staff and community partners; to lead by example; and to create efficient work systems and processes to meet performance requirements.

Please note that this is a safety-sensitive position, subject to pre-employment and random substance testing.

Compensation and Schedule: This is a full-time position offering a competitive rate of pay and benefits, including health, dental and vision insurances, as well as vacation, sick and holiday pay. This position will be based in the Lyndonville RCT office, with a 40 hour/week schedule during regular business hours, Monday – Friday and shared responsibility for after-hours on-call coverage. Occasional travel to the Lamoille county and Orleans county offices will be required.

To Apply: Please email your application materials (resume and cover letter) to hr@riderct.org or mail via USPS to RCT Human Resources, 1677 Industrial Parkway, Lyndonville, VT 05851.

Rural Community Transportation, Inc. is an equal opportunity employer and does not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, age, disability, sexual orientation, gender identity, genetic information, HIV-positive status, ancestry, place of birth, citizenship status, veteran/military status, crime victim status, or any other characteristic protected by federal, state or local laws. This policy applies to all of RCT's terms and conditions of employment.