



# Rural Community Transportation, Inc.

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*"COMMUNITY IS OUR MIDDLE NAME"*

## NOTICE OF OPEN POSITION

### CUSTOMER SERVICE REPRESENTATIVE

February 2020

Rural Community Transportation (RCT) works 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.

**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 hundreds of requests from community members each day for non-emergency transportation. Customer Service Representatives answer incoming calls and schedule rides to meet client transportation needs, while providing consistently excellent customer service to all RCT passengers and maintaining positive relationships with volunteer drivers and staff.

**Requirements and Qualifications:** All Call Center staff must be committed to meeting RCT's high standards of customer service to our community and to working toward our mission to provide safe, reliable, accessible and affordable transportation services to the communities we serve. Customer Service Representatives must also have strong communication and problem-solving skills, and the ability to maintain a calm and professional demeanor while managing multiple tasks in a busy work environment. Previous customer service and/or dispatching experience are preferred qualifications; however, candidates with relevant skills, training and experience will be considered.

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, access to the Employee Assistance Plan and eligibility to participate in the 403(b) retirement plan. This position will be based in the Lyndonville RCT office, with a 40 hour/week schedule Monday – Friday, from 9:30 am - 6:00 pm, and shares responsibility for after-hours on-call coverage on a rotating basis.

**To Apply:** Please email your application materials (resume and cover letter) 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.*