



# Rural Community Transportation, Inc.

1677 Industrial Parkway • Lyndonville, Vermont 05851 • (802)748-8170 • <http://riderct.org>

## JOB DESCRIPTION

<b>Position</b>	Call Center Representative	<b>Department</b>	Call Center/Customer Service
<b>Category</b>	Full-time	<b>Classification</b>	Non-exempt
<b>Supervisor</b>	Call Center Manager	<b>Funding Source(s)</b>	
<b>Safety</b>	Safety-Sensitive	<b>Approved/Revised</b>	December 2021

## Position Summary

As a member of the Call Center team, the Call Center Representative responds to telephone requests for transportation needs, matches client transportation requests with available vehicles and drivers, and maintains accurate data and files according to grant and program standards and requirements.

## Duties and Responsibilities

The following duties and responsibilities reflect the essential functions of the position, but do not restrict the assignment of additional or different tasks; changes to the duties and responsibilities may be made at management's discretion. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Respond to telephone requests for information and transportation, verify client service eligibility, and schedule trips with qualified and available drivers to meet 48-hour advance scheduling requirements.
- Plan efficient driver schedules and utilize the least costly modes of transportation in ride coordination. Accurately input and maintain all ride, client and driver data and files in the appropriate system(s) according to grant, Agency and program requirements.
- Communicate schedules to drivers at least one day in advance and update drivers of any changes as soon possible/practical; inform drivers of relevant ride details, including special transportation needs of clients.
- Provide consistently excellent customer service to all clients with a solutions-oriented approach to meeting client transportation needs and confirming service eligibility.
- Perform general clerical tasks, including filing, copying, and related duties.
- Provide on-call coverage as scheduled to respond to transportation requests outside of regular business hours.
- Represent RCT in a professional, positive manner.
- Perform other duties as required to meet Agency and program demands.

## Education and Experience

**Required:** Any combination of education and experience likely to provide the skills, knowledge and abilities to successfully perform the essential functions.

**Preferred:** High school completion and prior experience in customer service.

## Certifications and Licenses

**Required:** n/a

## Required Knowledge and Competencies

- Strong data entry and data management skills.
- Ability to effectively manage multiple tasks in a fast-paced work environment.
- Commitment to protecting sensitive client information and maintaining client confidentiality.
- Strong communications skills, with the ability to actively listen and respond respectfully, and to interact and communicate over the telephone.
- Demonstrated ability to consistently provide excellent customer service.
- Ability to work collaboratively, as a member of a team.
- Ability to exercise sound judgement and appropriately respond to stressful and/or unexpected situations.
- Technical capacity to learn and utilize various computer-based information management systems and information technology equipment.

## Working Conditions and Schedule

This position is based in an open, shared office environment with moderate noise levels.

This position may require working in potentially stress-inducing situations and may require working with clients who present challenging behaviors. Medical and other emergencies involving clients or employees may occur during working hours; employees will be required to contact emergency services for assistance with these events as necessary and to alert their supervisor of such events as soon as possible.

Exposure to blood and/or body fluids may occur; in case of exposure, universal precautions and protective equipment/measures will be required.

Regular, consistent and predictable attendance during regular Monday – Friday business hours as scheduled is required.

## Physical and Other Requirements

- Must be free of the influence of medication or other substances which could significantly decrease alertness or impair reaction time at all times while performing, ready to perform, or immediately available to perform safety-sensitive functions.
- Must meet FTA requirements pertaining to substance use and related testing for covered employees performing safety-sensitive functions.
- Must meet all background check requirements as mandated by funding source(s) and Agency policies.
- Must maintain client confidentiality at all times.
- Visual acuity to read text in various formats, including a video display terminal.
- Manual dexterity to operate keyboard and telephone.
- Constantly required to speak and hear in order to effectively communicate over the telephone.
- Frequently required to remain in seated, stationary position for extended periods.
- Frequently required to operate a computer, keyboard, mouse, and other devices.
- Occasionally required to participate in training sessions, presentations, and meetings.

## Supervisory Responsibilities

The Call Center Representative does not have supervisory responsibilities.