

RideCare -SETD
Job Description

Client Services Representative

Position Overview

Under the direct supervision of the Ride Care Manager, the Client Services Representative performs administrative, call-taking, trip scheduling, trip dispatching, and clerical duties, contributing to the overall effectiveness of the brokerage operation.

Reporting Relationships

The Client Services Representative reports to the Ride Care Manager.

Typical Duties

1. Employ knowledge of Medicaid rules and internal operating processes in all aspects of the job.
2. Receives incoming calls on a multi-line telephone system, screens callers and assesses eligibility for transportation services.
3. Determine appropriate mode of transport for the caller.
4. Maintain client and trip information in computer database in an accurate and efficient manner.
5. Document all compliments and complaints in computer database.
6. Create form documents in computer software.
7. Provide client reimbursements for miles, meals and lodging.
8. Provide information and education to clients regarding program requirements, eligibility and reservation procedures.
9. Refer ineligible clients to alternate transportation service resources.
10. Assist clients to meet their transportation commitments by working with personnel of various state and county agencies.
11. Attends classes as required.
12. Other duties as requested.

Qualifications

1. Education - High school Diploma or G.E.D.
2. Experience -One year experience in dispatch work preferred.
3. Experience with computers, fax machines, and multi-line phones.
4. Ability to follow oral and written instructions.
5. Ability to work well under pressure and possess good problem solving skills.
6. Ability to exercise independent judgement.
7. Customer Service experience is highly desirable.
8. Must have excellent interpersonal skills.

Working Environment

The Client Services Representative works primarily in an office environment.

Employee Signature _____ **Date** _____

Supervisor Signature _____ **Date** _____