



NW Rides Non-Emergency Medical Transportation Brokerage

POSITION DESCRIPTION

Brokerage Manager

Updated February 2, 2026

Job Title:

BROKERAGE MANAGER (confidential)

Supervised by:

Finance Supervisor

Status:

Full Time, Exempt

Location:

Tillamook, Oregon (On-site)

Pay Range:

\$59,696 to \$98,840 Annually

\$28.70 to \$47.52 Hourly

POSITION SUMMARY

The Call Center Brokerage Manager is responsible for overseeing call center and brokerage operations for a Non-Emergency Medical Transportation (NEMT) program serving Medicaid beneficiaries and other eligible members throughout Oregon. This position ensures the effective, compliant, and equitable delivery of transportation services that support access to medical care.

The Manager provides leadership to call center staff, coordinates with transportation providers and community partners, and ensures adherence to state and federal requirements. This role works closely with senior leadership to support program accountability, transparency, and continuous improvement. The position also includes responsibility for departmental budget development and ongoing financial oversight.

ESSENTIAL DUTIES & RESPONSIBILITIES

Call Center and Brokerage Operations

- Manage day-to-day operations of the NEMT call center to ensure accurate, timely, and compliant scheduling of transportation services.
- Supervise customer service representatives, schedulers, and support staff.
- Monitor performance metrics, including call volume, response times, abandonment rates, and service quality, to ensure compliance with service level standards.
- Evaluate, develop, and improve staffing workflows and scheduling best practices to enhance efficiency and member access.
- Serve as the primary point of contact for contracted transportation providers and partner organizations to ensure service reliability and contract compliance.

Staff Leadership and Training

- Recruit, onboard, train, and supervise call center staff in NEMT program requirements, Medicaid eligibility, HIPAA compliance, and customer service standards.

- Develop and implement staff training and provide ongoing coaching, regular performance evaluations, and education opportunities.
- Conduct regular staff meetings and refresher trainings to address policy updates, regulatory changes, and operational best practices.

Compliance, Reporting, and Board Support

- Ensure compliance with all applicable state and federal regulations governing NEMT and Medicaid-funded services.
- Maintain accurate and complete documentation related to transportation requests, complaints, grievances, and resolutions.
- Prepare and present operational, compliance, and performance reports to senior leadership and the board of directors, as needed.
- Support internal and external audits, monitoring activities, and corrective action plans.

Budget Development and Financial Management

- Develop, manage, and monitor the call center department budget, including staffing, training, technology, and operational expenses.
- Track expenditures, forecast resource needs, and identify opportunities for efficiency.
- Provide financial updates and budget recommendations to senior leadership.
- Align staffing and operational plans with approved budgets and funding requirements.

Member Services and Issue Resolution

- Serve as the escalation point for complex or high-risk member concerns.
- Ensure timely, appropriate, and compliant resolution of complaints and service issues.
- Analyze member feedback and complaint trends to inform operational and training improvements.

Community Engagement and Continuous Improvement

- Participate in community outreach, provider meetings, and stakeholder forums related to NEMT services.
- Ensure the development of educational materials and resources for members, partners, and the public.
- Identify and implement process improvements, technology enhancements, and best practices to strengthen service delivery.

MINIMUM QUALIFICATIONS

Experience and Education

- A combination of relevant education, training, and professional experience may be substituted for a bachelor's degree in business administration, healthcare management, social science/humanities, or related field.
- Experience managing a call center, customer service operation, or similar program, preferably in healthcare, transportation, or other regulated publicly funded program is preferred.

Knowledge, Skills, and Abilities

- Ability to lead, motivate, train, and develop a diverse workforce.
- Excellent problem-solving, analytical, and decision-making skills.
- Ability to navigate stressful and sensitive situations with a high degree of professionalism and empathy.
- Strong verbal and written communication, including experience presenting/preparing reports and data insights for senior leadership and governing boards.
- Experience collaborating with regional stakeholders and education/outreach programs.
- Ability to manage departmental and/or program budgets and operational resources.
- Proficiency in Microsoft Office Suite and call center/CRM systems.
- Working knowledge of HIPAA and data privacy requirements.

PHYSICAL REQUIREMENTS

- Ability to lead, motivate, train, and develop a diverse workforce.
- Excellent problem-solving, analytical, and decision-making skills.
- Ability to navigate stressful and sensitive situations with a high degree of professionalism and empathy.
- Strong verbal and written communication, including experience presenting/preparing reports and data insights for senior leadership and governing boards.
- Experience collaborating with regional stakeholders and education/outreach programs.
- Ability to manage departmental and/or program budgets and operational resources.
- Proficiency in Microsoft Office Suite and call center/CRM systems.
- Working knowledge of HIPAA and data privacy requirements.

This job description is intended to provide a general overview of the responsibilities and requirements for this role. Additional duties may be assigned as necessary to meet the needs of the organization.

The organization is committed to providing an inclusive, respectful workplace. Applicants from diverse backgrounds are encouraged to apply.