



**Position Title: Program Agent**

**Department: Program & Contracts Management**

**Reports to: Assistant Director**

**Employment Status: Full-time 37.5 hours per week, at minimum**

**Comp Grade: 3**

**Work Hours: TBD between the hours of 8AM – 5PM**

**FLSA: Non- Exempt**

**Supervisory Responsibilities: N/A**

**Position Summary:**

This position supports operations by processing day program transportation requests for Mass Health and all Program Based members and assists in all related tasks to ensure compliance and efficiency of MART's contracted routes.

**Essential Functions/Position Responsibilities:**

- Processes Prescription Transportation, (PT1's) and Transportation Requests, (TR's) authorized by Mass Health and/or HST
- Analyzes routes for cost effectiveness, making the necessary changes required to accommodate PT1's and TR's
- Collaborates daily with contracted Vendors, Programs, Human Services Transportation, (HST), and others within MART
- Surveys Members and Programs on Vendor performance
- Verifies that Vendors follow up on all outstanding requests
- Investigates client needs by working directly with the Programs and HST to discuss and verify specific client requirements
- Creates new routes and/or single trips as required
- Maintains spreadsheets of daily downloaded PT1's and records all new and terminated clients
- Calculates number of TR's per month, per region for analysis and key performance indicators, (KPI's)
- Reviews HST attendance reports for possible errors/deletions. Confirms the need of monitors, attendance within programs and examines single trips to consider adding to established routes

**When duties and responsibilities change, the employee may be asked to perform other duties as required as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees conduct a review of their position as part of the performance-evaluation process.**

**Qualifications:**

- High School Diploma or equivalent
- Minimum of 1 year of related experience

- Must maintain confidentiality of PHI and HIPAA
- Excellent communication skills both written and verbal
- Reliable means of transportation to get to work

**Skills:**

- Excellent organizational and time management skills
- Attention to detail and demonstrated analytical abilities
- An aptitude to multi-task in a fast-paced environment
- Ability to work independently and in a team-oriented environment
- Proficient in MS Office to include Word and Excel

**Working Environment and Physical Demands**

Works primarily in a typical, climate-controlled office environment.

PHYSICAL REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)
Ability to work closely with diverse group of people				X
Regular, predictable attendance				X
Ability to sit for extended period				X
Use of hands and fingers to operate telephone and computer				X
Moderate noise			X	
Hearing				X
Dusty Environment		X		
Exposure to Fumes/Odors	X			
Exposure to Heat/Cold Temps				X
Climbing Stairs		X		
Walking			X	
Stress				X
Standing			X	
Stooping	X			
Bending	X			
Climbing Ladder	X			
Twisting Neck		X		
Reaching/Pulling/Pushing	X			
Lifting 10 lbs. or less	X			
Lifting 40 to 50 lbs.	X			
Driving	X			

Specific Vision Abilities- close vision due to computer work				X
Color Vision – Ability to identify and distinguish colors				X
<b>COGNITIVE REQUIREMENTS</b>				
Communication Oral				X
Communication Written				X
Interpreting Skills		X		
Implementing			X	
Evaluating				X
Organizing				X
Consulting				X
Analyzing				X
Presenting		X		
Supervising	X			
Ability to Deal with Stressful situations				X
Ability to Deal with Trauma, grief, death	X			
Ability to deal with Public Contact	X			
Decision making			X	
Work with Others				X
Work Alone			X	
Concentration				X
Comprehend and follow instructions				X
Relate to Others				X
Influence Others		X		
Perform complex or varied tasks			X	

**Special Comments:**

**Manager Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_

**Human Resources Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_