**Position Title: Jr. Call Center Agent**

**Revision Date: 7/19/21**

**Department: Call Center**

**Reports to: Manager**

**Employment Status: Full-time 37.5 hours per week, at minimum OR Part-time less than 30 hour’s**

**Work Hours: TBD**

**FLSA: Non- Exempt**

**Supervisory Responsibilities: N/A**

**Position Summary:**

This position supports MART’s Brokerage Transportation Operation by answering inbound and making outbound calls. Provides high level, personalized customer service in order to meet our member requests for transportation and assistance for Mass Health PT1 approved members.

**Essential Functions/Position Responsibilities:**

* Consistently at minimum, answers 80 to 90 inbound calls in a courteous and professional manner to assist customers with their transportation inquiries following designated policies and procedures
* Schedules, changes/cancels and confirms transportation arrangements utilizing (CRM) Customer Relationship Management Software
* Documents customer transportation details, inquiries, requests, comments, complaints and actions taken
* Provides follow up calls to customers as necessary
* Cross trains in scheduling and/or quality assurance as required
* Dispatches transportation assignments and maintains continual interaction with vendors
* Sorts and enters PT1 forms and updates into consumer database
* Performs clerical duties which include but are not limited to; faxing, copying, emailing, filling

**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 required
* Prior call center experience preferred
* Excellent listening and communication skills both written and verbal
* Must be able to maintain confidentiality of PHI and HIPAA
* Must have reliable means of transportation to get to work
* Bilingual a plus

**Skills:**

* Knowledge of telephone etiquette and/or a pleasant and friendly mannerism
* Basic computer knowledge/skill to utilize search tools, browsers. MS Outlook to compose, cc, forward and attach documents. MS Word to create and save documents. Excel knowledge helpful to find, sort and view different tabs within a workbook
* Ability to comprehend, capture and interpret basic customer information, with attention to detail
* Critical thinker; uses logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems
* Ability to adapt to change and meet the changing demands of the business
* Punctual and dependable, ability to follow instructions and take responsibility for own actions
* Ability to work independently and as part of a team
* Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and provide exemplary customer service
* Ability to maintain a high level of confidentiality

**Working Environment and Physical Requirements**

Works primarily in a typical, climate controlled office environment.

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| **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 |  |
| Bending | 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 |  |
| COGNITIVE  REQUIREMENTS | **RARELY**  **(15%)** | **OCCASIONAL**  **(15%-40%)** | **FREQUENT**  **(40% - 70%)** | **CONTINUOUS**  **(OVER 70%)** |
| 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:**