



CAREER OPPORTUNITY

Job # 201702
Opens: 1/18/17
Open Until Filled

TITLE: Customer Service Representative
CLASS: Transportation Brokerage Specialist
Community & Economic Development Albany
Regular Full-time and Regular Part-time Positions Available

Oregon Cascades West Council of Governments (OCWCOG) is a voluntary association of twenty cities, three counties, the Confederated Tribes of the Siletz Indians and a port district in the Linn, Benton, and Lincoln county region. OCWCOG is an exciting, multifaceted organization staffed by over 160 dedicated professionals in three OCWCOG office locations, and eleven Senior Meal sites. OCWCOG values its work and employees with great services, benefits, and careers. For Additional information about OCWCOG, General Administration and our Board of Directors, go to: www.ocwco.org.

GENERAL INFORMATION

This recruitment may close at any time without advance notice at the discretion of the agency after a sufficient number of qualified candidates have applied. Screening will begin as early as **January 25, 2017**. We cannot guarantee that we will review applications received after this date.

This position is represented by the Service Employees International Union (SEIU) Union.

If you are offered employment, the offer will be contingent upon the outcome of a criminal records check, and the information will be shared with Human Resources. Any criminal history will be reviewed and could result in the withdrawal of the offer or termination of employment.

DUTIES AND RESPONSIBILITIES

Performs position duties in a manner that promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develops good working relationships with transportation providers, agency staff and supervisors to assist in identifying and resolving problems in a constructive manner. Demonstrates positive acceptance of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

- Operates multi-line telephone system to assess incoming client requests for transportation services.
- Checks client eligibility and enters data using computer terminal with specialized software.
- Provides general public relations to transportation providers and public regarding medical transportation program and other brokerage services.
- Determines the need for additional medical or social information and requests from appropriate sources.
- Verifies a sample of all trips to assure that clients are going to appropriate services.
- Informs appropriate staff of client or provider abuse.
- Coordinates with case managers to ensure necessary client eligibility information is current.
- Coordinates resources for urgent transportation.
- Performs a variety of clerical-related duties including using Microsoft Office software to

- prepare reports, complete forms, and compile information for analysis.
- Determines most cost effective and appropriate ride for clients.
- Tracks record of documentation for long distance bid trips.
- Tracks availability of Providers on a daily basis.
- Schedules trips using specialized software.

WORKING CONDITIONS

Work is performed primarily in an office environment utilizing a personal computer, telephone and a variety of office equipment. Position requires sitting for long periods of time and performing extensive computer work. Occasional travel may be required to monitor Providers, attend meetings and/or trainings.

TO QUALIFY

Your OCWCOG application form will be reviewed to verify that you meet the MINIMUM QUALIFICATIONS portion stated in this announcement. Complete ALL PARTS of the application and provide detailed work experience. If your application is incomplete or does not clearly show in detail the experience and/or training required, your application will not be accepted.

MINIMUM QUALIFICATIONS:

To receive credit, and proceed to the next step of the recruiting process, your application form must clearly show that you meet the following:

Completion of high school or equivalent, and two years' experience which demonstrates knowledge, skills, and abilities of position; OR, any satisfactory equivalent combination of education, training, and experience which demonstrates the knowledge, skills and abilities to perform the duties of the job.

LICENSES, CERTIFICATES, & OTHER REQUIREMENTS

Possession of a Valid Oregon Driver's License, or have the ability to obtain reliable transportation in order to travel throughout the three-county area.

Must successfully complete a criminal background check.

SALARY and BENEFITS: \$14.68-19.66/hr., **Full Time (40 hr./wk.)** and **Part Time (30+ hr./wk.)** will also receive a generous benefit package including fully paid medical, dental, vision, life, short and long-term disability insurance; generous paid leave; tax deferred plans; and fully paid retirement benefits. **Part Time (Under 30 hr. /wk.)** will receive prorated paid leave; tax deferred plans; and fully paid retirement benefits.

HOW TO APPLY:

Applications and detailed job description is available at www.ocwcoq.org
If you qualify, submit signed application and required materials listed in the requirements for applying.

REQUIREMENTS FOR APPLYING:

Submit signed application, supplemental questions, resume, and cover letter to Human Resources by the first screening date listed above describing your experience, training, and what it would mean to you professionally to have the opportunity to engage in this position. Applicants who best meet

the minimum requirements for the position will be interviewed.

SUBMIT TO:

Oregon Cascades West Council of Governments
Human Resources Department
1400 Queen Ave SE, Suite 201
Albany, Oregon 97322

You may **E-MAIL** your application materials to us at hrrecruit@ocwcog.org. **In the subject line please include the position title and the posting number.** By electronically submitting your application, you agree to the conditions stated in the certification and signature section of the application, which is enforceable as if you had signed. You will receive confirmation of receipt only if you submit via e-mail.

FAX to 541-967-6123. We are unable to verify receipt of faxed applications. OCWCOG is not responsible for material that is illegible or missing as a result of transmitting by fax or which may be lost through the mail.

SUBMIT only the required materials. Reference letters or work examples should be kept for interviews. In addition, any application materials previously submitted for other positions will not be matched to this application by OCWCOG. It is the applicant's responsibility to submit all required documents every time.

THIS IS THE TEST

If your OCWCOG application demonstrates that you meet the MINIMUM QUALIFICATIONS section of this announcement, you must answer the following supplemental questions.

Use a separate sheet (s) of paper. Limit your response to no more than one typed page per question. Write down any work experience (paid or unpaid) related to each question. Be sure that the jobs where you gained the experience described in your answers are listed in the work history portion of the OCWCOG application form. Attach the answer sheet(s) to your application. If there are several parts to a question, answer each part separately. Number your answers to agree with the questions.

Supplemental Questions: Customer Service Representative JP# 201702

Name: _____ **Date:** _____

1. Describe your experience using a multi-line phone system. Please provide examples and the jobs you gained this experience.
2. Describe your experience working with the public and handling difficult situations.
3. In a past job, what was most likely to create stress for you? (For example, was it a tough deadline? Juggling priorities? Meeting others' expectations?) Why?
4. When you have started new jobs, how have you established good relationships with your new coworkers? With management?
5. Give me an example of the kind of coworker (manager, customer, etc.) whom you find difficult to communicate with? Why?

OREGON CASCADES WEST COUNCIL OF GOVERNMENTS

Title: Customer Service Representative

Position Classification: Transportation Brokerage Specialist

Department: Community and Economic Development

Reports to: Brokerage Supervisor

SUMMARY OF POSITION

Arranges for non-emergency medical transportation services for senior citizens, people with disabilities, Medicaid eligible clients and others. Under general direction of the Transportation Brokerage Manager, Customer Service Representative (CSR)/Scheduler handles incoming calls, checks client eligibility, posts ride requests for transportation services, selects the most appropriate transportation provider and schedules rides using specialized software.

ESSENTIAL JOB DUTIES

Performs position duties in a manner that promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develops good working relationships with transportation providers, agency staff and supervisors to assist in identifying and resolving problems in a constructive manner. Demonstrates positive acceptance of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

Customer Service Representative Responsibilities

- Operates multi-line telephone system to assess incoming client requests for transportation services.
- Checks client eligibility and enters data using computer terminal with specialized software.
- Provides general public relations to transportation providers and public regarding medical transportation program and other brokerage services.
- Determines the need for additional medical or social information and requests from appropriate sources.
- Verifies a sample of all trips to assure that clients are going to appropriate services.
- Informs appropriate staff of client or provider abuse.
- Coordinates with case managers to ensure necessary client eligibility information is current.
- Coordinates resources for urgent transportation.
- Performs a variety of clerical-related duties including using Microsoft Office software to prepare reports, complete forms, and compile information for analysis.
- Determines most cost effective and appropriate ride for clients.
- Tracks record of documentation for long distance bid trips.
- Tracks availability of Providers on a daily basis.
- Schedules trips using specialized software.

OTHER JOB DUTIES

- Performs a variety of other administrative and clerical-related duties in support of Brokerage.
- Communicates to managers and supervisors observations for improving service delivery.
- Performs other related duties as assigned by supervisor.

MENTAL & PHYSICAL JOB SKILLS**R = Rarely (< 1%)****O = Occasionally (1% - 33%)**

F = Frequently (34% - 66%) C = Continuously (67% - 100%)

Mental

- | | | |
|---|---------------------------------|---------------------------|
| (C) Interpersonal Skills | | |
| (F) Basic Math (add, subtract, multiply, divide) | | |
| (R) Advanced Math (analysis, statistics, significant data or number manipulation) | | |
| (C) Written English Communication | | |
| (C) Coordination of Multiple Tasks | (C) Initiative | (C) Detail/Accuracy |
| (F) Reasoning/Judgment/Decision Making | (O) Creativity | (O) Brainstorming/Concept |
| (O) Research | (C) English Comprehension | (C) Memory |
| (O) Organization/Planning | (C) Adapting to Constant Change | (C) Teamwork |
| (C) Timeliness | (R) Presentation/Teaching | (R) Selling |
| (R) Negotiation | (C) Client/Service Skills | (R) Persuasion |
| (R) Mentoring | (F) Management of Stress | |

Physical

- | | | | |
|--|--------------------------------|-----------------------|-----------------------------|
| (O) Standing | (C) Sitting | (O) Walking | (R) Stooping |
| (R) Kneeling | (R) Crawling | (R) Climbing | (C) Talking |
| (C) Hearing | (O) Reaching | (F) Handling | (C) Eye/hand coordination |
| (R) Tasting/smelling | (C) Vision (1-10 ft) | (F) Vision (10-20 ft) | (O) Long range vision (20+) |
| (C) Computer/Keyboard/mouse track ball use | (O) Acute Color | | |
| (R) Pushing <u>5 lbs/day</u> | (R) Pulling <u>5 lbs/day</u> | | |
| (O) Lifting <u>10 lbs/day</u> | (O) Carrying <u>10 lbs/day</u> | | |

WORKING ENVIRONMENT

Work is performed primarily in an office environment utilizing a personal computer, telephone and a variety of office equipment. Position requires sitting for long periods of time and performing extensive computer work. Occasional travel may be required to monitor Providers, attend meetings and/or trainings.

SUPERVISION RECEIVED: Receives general supervision from the Brokerage Supervisor of the Community and Economic Development Program.

SUPERVISORY RESPONSIBILITIES

None

MINIMUM QUALIFICATIONS

Experience and Training

Completion of high school or equivalent, and two years' experience which demonstrates knowledge, skills, and abilities of position; OR, any satisfactory equivalent combination of education, training, and experience which demonstrates the knowledge, skills and abilities to perform the duties of the job.

Knowledge, Skills and Abilities

Knowledge and ability to apply strong organizational skills;
Thorough knowledge and proficiency in the use of Microsoft software including Access, and ability to assist and train others in software applications;
Excellent knowledge of business English, spelling and punctuation;
Considerable knowledge of modern office practices and procedures;

Ability to acquire and apply confidentiality rules regarding client and provider records;
Ability to understand verbal and written operating instructions and procedures and to initiate suggestions for appropriate involvement;
Ability to read, prepare and understand statistical reports and recognize mathematical and/or data entry errors;
Ability to work independently and exercise good time management skills in order to accomplish both daily tasks and on-going projects, paying attention to detail;
Ability to work with other staff and the public in a courteous and efficient manner;
Ability to identify and refer significant policy inquiries to supervisor;
Ability to operate a variety of standard office machines and equipment;
Ability to operate a multi-line telephone system;
Ability to communicate well orally and in writing;
Ability to type accurately and efficiently in document preparation;
Ability to acquire proficiency in specialized Brokerage software;
Skills in performing detailed and complex clerical tasks.

Licenses, Certificates, & Other Requirements

Possession of a Valid Oregon Driver's License, or the ability to obtain reliable transportation in order to travel throughout the three-county area.

Position requires successful completion of a criminal history and driving record check.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently.

Revised 10/16