



CAREER OPPORTUNITY PROFILE

TITLE: Customer Service Representative
CLASS: Transportation Brokerage Specialist
Community & Economic Development Albany
Regular (40 hrs/wk)

Job # 201844
Opens: 12/31/18
Open until filled

ABOUT OREGON CASCADES WEST COUNCIL OF GOVERNMENTS (OCWCOG)

OCWCOG manages a variety of local, State, and Federal programs to serve residents, local governments, and businesses in our tri-County Region. OCWCOG is recognized by the State of Oregon as an Area Commission on Transportation (ACT) and a Type B Medicaid Transfer Agency. Additionally, the association is recognized by the Federal Government as an Area Agency on Aging (AAA), an Economic Development District (EDD), a U.S. Small Business Administration (SBA) Revolving Loan Fund Coordinator, a U.S. Department of Agriculture Revolving Loan Agency, and staffs the two Metropolitan Planning Organizations (MPOs) in the Region. These designations increase OCWCOG's ability to serve our communities' needs.

As an Oregon intergovernmental entity, in addition to the programs and services that OCWCOG is required by State or Federal contract to provide, OCWCOG helps businesses find appropriate capital; facilitates seniors and persons with disabilities plan for independent living; coordinates local road improvement priorities; and assists with administration and technical support for its member governments.

Each program works towards OCWCOG's mission of helping the Region's communities collaborate to solve problems and connect member governments, businesses, and individuals with a wide array of resources.

ABOUT THE AREA

Oregon Cascades West Council of Governments (OCWCOG) member agencies are located in the Willamette Valley and the Central Oregon Coast. The rugged Oregon seacoast, the high mountain passes of the Oregon Cascades, lush greenery, and the agricultural abundance of the Valley are an attractive addition to an education, employment, and cultural hub.

Only a one-hour drive to Portland and 40 minutes to Eugene – the region's major airports and gateways; and, a twenty-minute drive to Salem, Oregon's State Capitol, where many of OCWCOG's funding agencies and partners are found. The Southern Willamette Valley is best known for its agriculture and its innovation, which include a flourishing wine industry, innovation accelerators, a growing start-up culture, high-tech industry and access to tens of thousands of students, professionals, and entrepreneurs affiliated with Oregon State University, Samaritan Health Systems, Linn-Benton Community College, Hewlett-Packard, the U.S. Department of Energy, and hundreds of other businesses, non-profits, agencies, and community partners.

The Oregon Coast is proof of the Northwest's amazing diversity and its 350-mile coastline is anything but mundane. The Cities of Newport and Toledo anchor OCWCOG's presence in Lincoln County and provide access to multiple working ports, harbors, and bays, and a historic logging and fishing culture. Oceanic and atmospheric research are conducted by the National Oceanographic and Atmospheric Agency and Oregon State University among others – spinning off innovation and industry in fisheries, energy, resource management, and tourism.

ABOUT THE COMMUNITY & ECONOMIC DEVELOPMENT DEPARTMENT

The Community and Economic Development Department at OCWCOG is divided into two main functions – Business Services and **Transportation**. This section focuses on the transportation services – which includes- non-emergent medical transportation, coordinating carpool/vanpool, serving as the Region's two metropolitan planning organizations in Albany and Corvallis, and coordinating the *Safe Routes to School* program for some of our community's schools. OCWCOG's transportation services assist our Region's communities to collaborate on improving our roads and our vital transportation facilities.

GENERAL INFORMATION

This announcement will remain open until filled; however, the application screening process is expected to begin on or about January 11, 2019. Therefore, at the agency's discretion, materials received after January 11, 2019 may not receive consideration.

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

- 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.
- 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.

QUALIFICATIONS REQUIRED AND REQUESTED SKILLS

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.

DESIRED ATTRIBUTES:

- 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;

COMPENSATION PACKAGE

Starting salary is \$15.28 - \$16.84/hourly DOQE. A step increase will be awarded upon successful completion of a probationary period (typically six months), and then annually thereafter to the top of the range. OCWCOG offers an attractive benefits package including:

- **Retirement** – OCWCOG pays both the employer's percentage, and employee's six percent (6%) contribution into the Oregon Public Employees System (PERS). In addition to PERS, OCWCOG pays into Social Security.
- **Insurance** – For select plans, OCWCOG currently pays one hundred percent (100%) of the insurance premiums for the employee and their eligible dependents. The insurance package includes medical, prescription, dental and vision coverage, alternative care, life, accidental death and dismemberment, as well as long-term care.
- **Holiday Leave** – OCWCOG provides ten and one half (10 ½) fixed holidays, plus two (2) personal days during each fiscal year.
- **Additional Benefits** – Deferred compensation options, Long-term care Insurance, Employee Assistance Program, Credit Union memberships, and options to participate in pre-tax Health Savings Account or Flexible Spending Account.
- **Sick Leave** – Full-time employees accrue eight (8) hours of sick leave each month.
- **Vacation Leave** – Full-time employees accrue vacation leave each month according to the following schedule:

- 0-36 month	- 8 hours/month
- 37-72 months	- 10 hours/month
- 73-144 months	- 14 hours/month
- 145 months & above	- 16 hours/month

TO APPLY

An application and detailed job description is available at www.ocwcog.org/careers. **You must submit the following application materials to be considered as a viable candidate:**

1. An **OCWCOG Employment Application**, completed and signed.
2. A **current resume** that clearly describes your experience, skills, and/or knowledge related to the requirements of the position and demonstrates that you meet qualifications of the position listed above.
3. A **cover letter** explaining how your background, experience and training qualify you for this position. **Please describe your experience and training specifically as they relate to the**

Desired Attributes.

If you are an eligible veteran and wish to claim veterans' preference points AND you also meet the minimum qualifications for this position, the points will be added to your score. To receive veterans' preference points, you **MUST** attach to your application materials the following required documentation:

- A copy of your DD214/DD215 form; OR a letter from the US Dept of Veteran's Affairs indicating you receive a non-service connected pension for the five (5) point preference.
- A copy of your DD214/DD215 form; AND a copy of your veteran's disability preference letter from the Dept. of Veterans' Affairs for the ten (10) point preference.

The first review of applications will be on or around January 11, 2019. For immediate consideration, apply now.

Only complete applications will be considered. Be sure to attach any required documents. The selection process will consist of a review of the materials provided and an evaluation of experience and training. Candidates most closely matching the desired attributes will be invited to interview.

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 because of transmitting by fax or which may be lost through the mail.

JOB DESCRIPTION

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 **10 lbs/day**

(O) Carrying **10 lbs/day**

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 Transportation Brokerage Manager 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.

