



Job Title: Customer Service Representative – Call Center

Reports to: Demand Response Program Manager

Effective Date: January 2024

Direct Report: **None**

FLSA: **Non-Exempt**

Description and Essential Functions

Responsible for customer service to Broker Services clients:

- Answers phone calls and books rides in accordance with demand response programs, including Medicaid NEMT, 5310 Grant Program, and general public demand response
- Responds to inquiries from the general public
- Supports and assists Broker Services department staff as required
- Assists the Broker Services Manager with volunteer driver coordination and scheduling as needed
- Performs other duties as assigned

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Qualifications

A combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. Additional experience, as outlined below, may be substituted for the required education on a year-for-year basis.

Education and/or Experience: High school diploma or equivalent, two (2) years of experience in customer service required.

Essential Job Skills and Abilities: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Essential duties are performed with or without reasonable accommodations.*

Ability to work in a team and communicate effectively with a diverse population; remain calm in stressful situations, work effectively in an environment with multiple competing priorities. Proficiency in Microsoft Office Suite, Google products, and RouteMatch software. Strong verbal communication, ability to multi-task, attention to detail, flexibility, and the ability to maintain confidentiality inclusive of HIPAA requirements are required.

Work Conditions

Physical Requirements: *The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. GMT provides reasonable accommodation to enable individuals with disabilities to perform essential functions.*

Ability to sit for long periods of time, work at a computer, and answer frequent phone calls is required. Occasional lifting of up to 15 lbs., climbing stairs, and standing. Operates in a professional office environment; and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

GMT is committed to providing a workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. GMT believes that an inclusive and diverse workplace culture enhances the performance of our organization and our ability to fulfill the agency's mission.

GMT is an equal employment opportunities (EEO) employer to all employees and applicants for employment without regard to political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, crime victim status, veteran status, disability, HIV positive status, or genetic information in employment or the provision of services. In addition to federal law requirements, GMT complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.