

FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS
JOB DESCRIPTION
TRANSIT CLERK

SUMMARY: Responsible for the telephone communication between office, customer and transportation providers. Schedule requested transportation through a computer program for the customer to selected transportation provider.

SPECIFIC TASKS:

1. Responsible for taking customer requests for transportation over the telephone.
2. Accurately record information and respond with details on expected service schedule.
3. Process, organize and coordinate reservations with the proper transportation provider for the customer through the computer program.
4. Send transportation requests to proper subcontractor.
5. Ask if recipients have cars in the household and submits inquires to OTD program coordinators.
6. Uses the computer program to verify if recipients live on a fixed route and are going to a facility on bus route with a bus stop one half mile from their home or destination.
7. Handle multiple incoming phone calls.
8. Checks recipients on the state website for Medicaid and waiver eligibility, county codes, if they have lock in doctors and if they have a KenPac physician.
9. Adds new passengers and subscription trips to the computer system.
10. Group transportation trips when capable.
11. Answers general information calls about the service.
12. GEO codes all transportation addresses of recipients and facilities addresses.
13. Handles after hours pager service.
14. Any other duties as directed by the Transit Office Manager.

SKILLS AND KNOWLEDGE REQUIRED:

1. Pleasant and courteous phone manner.
2. Enthusiasm and commitment to public transportation
3. Basic computer skills and general office practices.
4. Telephone Experience.
5. Familiarity with the service area.
6. Quick to comprehend ideas; flexible learner.
7. Calm under stress; able to handle complaints and a barrage of ringing phones.
8. Adaptability and willingness to change.
9. High School Diploma or GED.

SUPERVISOR: Transit Office Manager

THE ABOVE DUTIES AND RESPONSIBILITIES HAVE BEEN EXPLAINED IN DETAIL

I have read this job description, understood its requirements, and agree to perform according to its duties and standards.

Signature of Supervisor

Signature of Employee