



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

**Department: Call Center**

**Reports to: Brokerage Call Center Manager**

**Employment Status: Full-time 37.5 hours per week**

**Work Hours: TBD**

**FLSA: Non- Exempt**

**Supervisory Responsibilities: N/A**

**Position Summary:**

As a Call Center Agent you will play a key role in fulfilling MART's mission to serve people by getting them where they need to go to lead their lives. In a team setting you will support MART's brokerage operations by receiving inbound calls from members and providing a personalized customer service experience for approved Mass Health PT1 transportation requests. In a team setting you will confirm eligibility and verify that PT1 requirements are met in order to complete the transportation request.

**Essential Functions/Position Responsibilities:**

- Consistently answers 80 to 90 inbound calls in a courteous and professional manner to assist members with their transportation inquiries.
- Schedules, changes, cancels and confirms transportation arrangements utilizing the Customer Relationship Management Software (CRM).
- Provides follow up calls to members.
- Keeps records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Dispatches transportation assignments and maintains continual interaction with vendors.
- Sorts and enters PT1 form updates into consumer database.
- Perform clerical duties which include but are not limited to faxing, copying, emailing and filing.

**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.
- Prior call center experience preferred.
- Excellent listening and communication skills both written and verbal.
- Valid Unrestricted Driver's License or other reliable means of transportation.



**Skills:**

- Pleasant and friendly demeanor.
- Sound knowledge of telephone etiquette.
- Excellent listening and communication skills both verbal and written between members and peers.
- Proficient in MS Office (Word, Excel, Outlook)
- Ability to comprehend, capture as well as interpret basic member information.
- Sound judgment ability to manage difficult customer situations while maintaining a professional demeanor.
- Adapt to change and meet the changing demands of the work environment such as delays or other unexpected circumstances.
- Punctuality (on time for scheduled shift)
- Dependability (strong attendance)
- Ability to work well in a team environment.
- Detail oriented.
- Ability to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.
- Maintaining confidentiality of PHI and HIPAA.

**Working Environment and Physical Requirements:**

MART will reasonably accommodate qualified individuals with a disability so they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the reasonable accommodation creates an undue hardship to MART.

Works primarily in a typical climate-controlled office environment.

<b>PHYSICAL REQUIREMENTS</b>	<b>RARELY (15%)</b>	<b>OCCASIONAL (15%-40%)</b>	<b>FREQUENT (40% - 70%)</b>	<b>CONTINUOUS (OVER 70%)</b>
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	
<b>COGNITIVE</b>	<b>RARELY</b>	<b>OCCASIONAL</b>	<b>FREQUENT</b>	<b>CONTINUOUS</b>



REQUIREMENTS	(15%)	(15%-40%)	(40% - 70%)	(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:** \_\_\_\_\_