



Position Title: Jr. Quality Assurance Agent
Department: Quality Assurance
Reports to: Quality Assurance, Manager
Employment Status: Full-time 37.5 hours per week
Work Hours: TBD
FLSA: Non- Exempt
Supervisory Responsibilities: N/A

Position Summary:

As a Quality Assurance agent you will receive feedback from members via the telephone, member portal or email and take corrective actions to address transportation issues as well as ensuring MART's contract compliance obligations are met. You will also address feedback from the vendor pool via telephone or vendor portal. In a team setting this is accomplished by following up with transportation vendors and clients as part of the investigation process and providing a response in a timely manner.

Essential Functions/Position Responsibilities:

- Assists with answering inbound calls and making outbound calls for clients and vendors in a courteous, professional manner.
- Records and investigates client complaints and non-compliance issues.
- Monitors email and provides responses in a timely manner.
- Evaluates audit results and implements appropriate corrective actions.
- Monitors risk management activities.
- Assures ongoing compliance with quality and industry regulatory requirements.

When duties and responsibilities change, the employee may be asked to perform other duties 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 a plus.
- Maintaining confidentiality of PHI and HIPAA.
- Proficiency with MS Office (Outlook, access).
- Knowledge of tools, concepts and methodologies related to Quality Assurance.
- Bilingual a plus.



Skills:

- Effective oral, written and listening communication skills.
- Excellent organizational and time management skills.
- Detail oriented.
- An aptitude to multi-task in a fast-paced environment.
- Ability to work independently as well as collectively in a team environment.

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.

PHYSICAL REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)
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	
COGNITIVE REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (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:** _____