



Position Title: Scheduling Agent

Department: Scheduling

Reports to: Scheduling Manager

Employment Status: Full-time 37.5 hours per week

Work Hours: TBD, overtime may be required based on business need

FLSA: Non- Exempt

Supervisory Responsibilities: N/A

Position Summary:

As a Scheduling Agent you will be working as a team to ensure all medical transportation needs for MART's MassHealth PT1 approved members are arranged by placing outbound calls to our contracted vendors as required under MART's contract with the Executive Office of Health and Human Services (EOHHS).

Essential Functions/Position Responsibilities:

- Use SNS Computerized Routing & Planning Software to schedule passenger routes in accordance with service requirements.
- Communicate extensively with contracted transportation vendors via phone regarding regular changes, additions, cancellations and service expectations as needed.
- Understand customer expectations, special needs population and vendor service requirements.
- Maintain a comprehensive and accurate database of program schedules by area, vendor vehicle configurations and client files related to special needs requirements.
- Cross training with Call Center to provide lateral service(s) and team support when needed.
- Cross training in shared rides program to create shared rides for contract compliance.
- Provide follow up calls to clients as needed.
- Perform other duties as assigned by Team Lead or department Manager.
- Maintain compliance with all company policies and procedures.
- Overtime may be required based on business needs.

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.
- 2+ years of scheduling experience.
- Demonstrated competency for the position's essential functions and responsibilities.
- Valid Unrestricted Driver's License or other reliable means of transportation.



Skills:

- Excellent verbal and written communication skills, including sound knowledge of telephone etiquette.
- Excellent computer proficiency with MS Office (Word, Excel, Outlook).
- Must have critical thinking and problem-solving skills.
- Ability to manage difficult clients and/or vendor situations.
- Ability to treat people with respect under all circumstances.
- Ability to adapt to changes and meet the changing demands of the work environment such as delays or other unexpected demands.
- Punctuality is a must for this position.
- Dependability: follow instructions as well as take responsibility for one’s own actions.
- Ability to work well as part of a team.
- Very detail oriented.
- Must be able to work under pressure and meet deadlines while maintaining a positive attitude.
- Ability to maintain a high level of confidentiality.
- Basic computer knowledge/technological skills- adept at using search tools, email or browser features including MS Office (Word, Excel, Outlook).
- Ability to comprehend, capture as well as interpret basic client information.
- Ability to recognize signals of a disgruntled client and be able to respond in a professional manner.
- Sound judgement and ability to manage difficult client situations and to respond promptly to the needs of the client, solicit feedback to improve service, respond to requests for service/assistance.
- Ability to work well as part of a team.
- Must be able to work under pressure and meet deadlines while maintaining a positive attitude and providing exemplary customer service.

Working Environment and Physical Requirements:

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	RARELY	OCCASIONAL	FREQUENT	CONTINUOUS



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:** _____