



Montachusett Regional Transit Authority Job Description

Position Title: Jr. Scheduling Agent

Department: Scheduling Department

Reports to: Supervisor, Scheduling

Revised Date: 7/14/2021

Employment Status: Full-time 37.5 hours per week, at minimum

Comp Grade: 2

Work Hours: TBD 7.5 hrs. Per day, at minimum, overtime may be required, based on business needs

FLSA: Non- Exempt

Supervisory Responsibilities: N/A

Position Summary:

As a Scheduling Agent, you will be working as a team, covering approved medical transportation for MART's MassHealth PT1 approved members by placing outbound calls to our contracted vendors. As a scheduler you work closely with your teammates to make sure all transportation requests are covered as required by MART's contract with Executive office of Health and Human Services, "EOHHS".

Essential Functions/Position Responsibilities:

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

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
- Reliable means of transportation to get to work
- Must maintain confidentiality of PHI and HIPAA
- Bilingual a plus

Skills:

- Excellent verbal and written communication skills, including sound knowledge of telephone etiquette
- Basic computer proficiency (MS Office – Word, Excel and Outlook):
- Must have critical thinking and problem-solving skills
- Ability to manage difficult client and/or vendor situations
- Ability to treat people with respect under all circumstances
- Ability to adapt to changes, meet the changing demands of the work environment, any delays or other unexpected demands.
- Punctuality
- Dependability: to follow instructions as well as take responsibility for own actions
- Ability to work well as part of a team
- Attention to detail
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude
- Ability to maintain a high level of confidentiality

Working Environment and Physical Demands:

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 on 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	
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			