



**Position Title:** Program Quality Agent

**Department:** Brokerage, Program Management

**Reports to:** Assistant Supervisor

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

**Work Hours:** TBD between the hours of 8AM – 5PM

**FLSA:** Non- Exempt

**Supervisory Responsibilities:** N/A

**Position Summary:** The Program Quality Agent plays a critical role in supporting the operations of the Montachusett Regional Transit Authority. This position is responsible for processing, updating, and maintaining all Program-Based Transportation Incidents/Complaints and conducting Program-Based Site inspections. The role emphasizes the precise upkeep of documentation, follow-up inspections, and the management of incidents and complaints for all brokerage program transportation providers.

**Essential Functions/Position Responsibilities:**

- Maintain direct written and verbal communication with transportation providers, HST staff, programs, and residences/families regarding incidents, complaints, and site inspections for all brokerage program-based transportation services.
- Resolve program-based vendor escalated complaints and respond to vendors, programs, and HST through phone, email, and VMS.
- Support the development, implementation, and maintenance of an internal Vendor Management System (VMS) to optimize quality and compliance processes.

**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
- Must maintain confidentiality of PHI and comply with HIPAA regulations
- Reliable means of transportation

**Skills:**

- Excellent organizational and time management abilities
- Effective oral, written, and listening communication skills
- Proficiency in Microsoft Office programs
- Strong attention to detail
- Ability to multi-task effectively in a fast-paced environment
- Capability to work both independently and as part of a team



### 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 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                    |                       |
| 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 REQUIREMENTS</b>                                |              |                      |                      |                       |
| 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 |   |