

**EMPLOYMENT OPPORTUNITY
FACT SHEET**

POSITION: Transportation Support

LOCATION: Benton Call Center

HOURS: 40 Hours per Week

FULL-TIME: X

PART-TIME:

VACANCY NOTICE: 03/11/19

APPLICATION DEADLINE: Open until filled

DATE POSITION TO BE FILLED: As Soon As Possible

SALARY: \$ 10.86 per hour

JOB DUTIES:

Answer telephone, route calls as appropriate and provide information to clients and staff as necessary. Receive and record Medicaid transportation calls, verify Medicaid eligibility and confirm personal information with client.

Contact medical provider to verify appointment date and time, confirm information with client.

After verifying and confirming appointment information schedule information using transportation software.

Document customer complaint issues for supervisor to resolve

Compile and maintain daily spreadsheets

Filing

Data Entry

Other duties as assigned

EDUCATION REQUIREMENTS: One-year certificate from college or technical school; or six months to one year related experience and/or training; or equivalent combination of education, training, and experience preferred.

EXPERIENCE NEEDED: Excellent customer service, computer, typing, phone and organizational skills required. Ability to multi-task, handle; sensitive/confidential information and work in a fast paced environment. Supervisory experience a plus.

OTHER REQUIREMENTS: Criminal Background Check and Pre-Employment & random drug/alcohol testing (DOT regulations). Frequently must lift and/or move up to 25 pounds.

“EQUAL OPPORTUNITY EMPLOYER”

Central Arkansas Development Council

To download Employment Application go to www.cadc.com or for more information call 501-315-1121