

Upper Cumberland Human Resource Agency

Job Description

Intake Specialist

Classification: Non-Exempt
Department: Transportation
Report to: County Coordinator and/or Transportation Manager
Salary Grade: SA6 - \$10.00 Hour *(Salary may be less than minimum amount listed dependent upon financial restraints of the agency.)*
Job Group: 5
Census Code: 5410
2010 SOC Code: 43-4182
Employment: At Will

POSITION SUMMARY

Primary activities associated with the job include: taking reservations for transportation services from eligible clients, developing schedules, dispatching in accordance with schedules, and maintaining client databases. Job responsibilities require strong organizational and interpersonal skills and the ability to make logical decisions regarding the services provided. Job performance is evaluated by the Fleet Manager through review of the organization and efficiency of the operations, efficient use of resources, level of administrative and accounting support provide for Agency programs and the operations, compliance with existing rules and regulations and the overall ability to interact successfully with co-workers, clients, and the public.

MAJOR DUTIES AND RESPONSIBILITIES

- Receives requests for transportation and schedules drivers to arrange for the pick-up and delivery of clients.
- Dispatches vehicles when notified that clients are ready to be picked up.
- Performs intake activities to obtain all required documentation for new clients.
- Assists in maintaining an organized filing system of all required documentation to support accounting transactions, driver's records, incident reports and related information.
- Assists in coordinating the pick-up and delivery of clients by responding to phone calls and monitoring the central dispatching system.
- Performs data entry activities.
- Provides information to the public regarding Agency transportation services and related fee schedules and eligibility.

SKILLS/QUALIFICATIONS

- Graduation from an accredited four year high school supplemented with additional course work in accounting and other business related subjects; intermediate computer skills, considerable experience dealing with the public; interpersonal and decision making skills; or any equivalent combination of education or experience to provide the following critical knowledge, abilities and skills:
- Knowledge of the local and regional geographic area including major highways, throughfares and interstate systems.
- Knowledge of regulation pertaining to the transportation of the elderly and physically challenged.
- Ability to interact effectively with the public, clients and co-workers when providing and/or receiving information.
- Ability to make timely and appropriate decisions regarding the transportation and care of clients within established policies and procedures.

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- Ability to organize personal activities to meet all imposed reporting deadlines and workload demands.
- Skills in the operation of modern office equipment including computer terminals, calculators, fax machines, copiers, and telephone systems
- Skills in using dispatching equipment including computer terminals, vehicle location equipments, and keyboards.

ESSENTIAL FUNCTIONS

- Successful completion of a Post Employment offer drug screen.
- Successful completion of a criminal background check.
- Employees in this classification are subject to random drug screens.
- Good verbal and written communication skills.
- Detail oriented
- May be required to sit for prolonged periods of time.
- Ability to multitask.
- Function and complete job duties within an office environment

Americans with Disability Specifications

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time.

The noise level in the work environment is usually moderate.

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General Sign Off:

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Employee Signature: _____ Date: _____