**EMPLOYMENT OPPORTUNITY**

**FACT SHEET**

**Re-Advertising**

**POSITION: Transportation Support**

**LOCATION: Benton Call Center**

**HOURS: 40 Hours per Week**

**FULL-TIME: X**

**VACANCY NOTICE: 11/3/20**

**APPLICATION DEADLINE: Open until filled**

**DATE POSITION TO BE FILLED: As Soon As Possible**

**SALARY: $ 12.45 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, communication, computer, typing, telephone and organizational skills required. Ability to multi-task, handle; sensitive/confidential information and work in a fast paced environment.**

**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**](http://www.cadc.com/) **or for more information call 501-315-1121**