



## Mobility Assistant

---

**Department:** Special Services  
**FLSA Status:** Non-Exempt  
**Work Schedule:** First Shift  
**Positions Supervised:** None

**Job Status:** Full Time or Part Time  
**Reports To:** Special Services Manager  
**Amount of Travel Required:** None  
**Revised:** January 2017

### POSITION SUMMARY

Interact with customers to provide information in response to inquiries regarding service eligibility, scheduling/reservations and operations. Maintain system and contract carrier information to handle questions and resolve complaints.

### ESSENTIAL FUNCTIONS

- Confer with customers by telephone or in person to schedule trip reservations and provide information about services. Verify customer eligibility, cost share and program parameters. Resolve customer complaints or forward when appropriate.
- Maintain current and accurate customer records by correctly entering/updating information as required.
- Properly manage and update systems for ride cancelations, changes and customer "no-shows" as reported.
- Act as liaison between customers, carriers and leadership to ensure quality and timeliness in service.
- Work extensively with on-line scheduling system to ensure accuracy in ride requests and bus/route assignments.
- Work closely with Para-transit scheduler when necessary to accomplish functions.
- Other duties as assigned

### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

## POSITION QUALIFICATIONS

### Competency Statement(s)

- Accountability - Takes personal responsibility for the quality and timeliness of the work performed. Achieves results with little oversight.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Communications - Ability to communicate effectively with others both orally and in writing.
- Customer Service - Ability to take care of the customers' needs while following company procedures.
- Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Judgment - The ability to formulate a sound decision using the available information.
- Reliability - Prompt and dependable. At work as scheduled. Plans ahead and communicates scheduling concerns to leadership.

## SKILLS & ABILITIES

**Experience:** One to two years related experience

### Computer Skills

Basic computer skills to include Microsoft Office suite. The ability to learn Scheduling software and other proprietary systems required.

## PHYSICAL DEMANDS

Must frequently lift or move up to 30 pounds for movement of boxes, files or other items. May also include frequent bending, stooping, squatting, pushing and pulling. Regularly required to sit for extended periods. The employee is frequently required to walk and stand. Use of hands and arms is necessary to reach or use various tools or objects. Specific vision abilities required by this job include close vision and ability to adjust focus. Employee is required to perform job duties in accordance with existing health and safety procedures and policies.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Rapid has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and The Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.