



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Member Intake Representative** is co-responsible for creating and maintaining MaineCare member electronic files for members requesting medically related transportation in Region 5, following the requirements of the Maine Department of Health and Human Services. Duties will include receiving customers, answering telephones, data entry, checking eligibility, compliance maintenance, record keeping and file maintenance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Mid-Coast Connector Administrative Function Responsibilities:

1. Receives customers.
2. Answers telephones within three rings following established telephone etiquette process.
3. Arranges for interpreter services for non-English speaking members.
4. Records MaineCare member's personal information in Easy Rides software.
5. Records medical appointment information in Easy Rides, assigning the trip to the least costly mode taking into consideration subscription trips.
6. Key punches important information into special instructions.
7. Updates customer information in Easy Rides each time contact is made with a member.
8. Checks MaineCare eligibility of members before accepting the trip following an established process.
9. Reports cancellations immediately to all transportation providers.
10. Organizes and mails customer information packets and client reimbursement sheets.
11. Assists in maintaining blank forms files.
12. Creates, copies, and mails out denial letters with appeal information.
13. Cross trains to do dispatching and data entry.

Miscellaneous Duties:

1. Runs errands as directed, e.g. mail run, picking up supplies, etc.
2. Performs light housekeeping duties.

Professional Development:

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.
2. Participates in any required trainings, meetings and professional development activities.

Leadership & Teamwork:

1. Demonstrates effective communication skills in building relationships with all employees and clients.
2. Collaborates with all partner agencies to assure effective communication processes across agencies.

Safety And Wellness:

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

Position Title:

Member Intake Representative

Department:

Transit Systems

Reports To:

Member Intake Supervisor

Supervises:

N/A

FLSA Status:

Non-Exempt

Salary Range:

LH1/R1

Last Revised/Approved:

August 2018

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent 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 required to stand and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; regularly lift and carry up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance requirements.
- Must meet WCAP's background clearance requirements.
- Must be trained in Easy Rides software prior to the brokerage going live.
- Must be familiar with Region 5 area.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least one year of office experience required.
- Strong communication skills.

- Strong time management and organizational skills.
- Must be flexible and able to work with multiple staff members.
- Proficient skills in Microsoft Word, Excel and Outlook.

Education Requirements:

The following education requirements are considered essential:

- High School Diploma or equivalent.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date