



## **JOB DESCRIPTION**

**JOB TITLE:** Transportation Customer Service Representative  
**CLASSIFICATION:** Non-exempt  
**REPORTS TO:** Transportation Manager  
**LAST UPDATED:** March 3, 2023

### **MISSION**

VINE is redefining aging and promoting wellbeing of aging adults through programming, services, and community engagement.

### **POSITION SUMMARY**

Under supervision of the Transportation Manager, the Customer Service Representative will answer phone calls and assist in arranging transportation for the general public with TRUE Transit. They will also work directly with care receivers, volunteer drivers, and other staff members to reserve rides for individuals in VINE's Door 2 Door program. Must be detail oriented and consistently display a professional, caring attitude toward passengers, providers, and contractors by phone, email, and in person.

### **ESSENTIAL FUNCTIONS**

1. Take transportation requests from care receivers, social workers, medical staff, and other referral sources as well as public transit ride requests.
2. Maintain up-to-date data and records for daily driver assignments.
3. Perform receptionist duties on the phone, email and in person. Position requires nearly continuous work on the phone/computer.
4. Perform other duties as assigned.

### **COMPETENCY – KNOWLEDGE, SKILLS, AND ABILITIES**

- Display a professional, caring attitude toward members, donors, passengers, providers, staff, board members, and contractors by phone, electronic correspondence, and in person.
- Possess strong organizational skills and attention to detail.
- Focus on team and be willing to adapt to the needs of the VINE organization.
- Demonstrate effective interpersonal, phone, conflict resolution, and communication skills.
- Solve problems, work independently, and be creative under pressure.
- Demonstrate computer competency and the ability to learn transit scheduling software.
- Ability to read mapping software and give directions.
- Must be able to pass a criminal background check.

### **EDUCATION AND EXPERIENCE**

High school graduation or its equivalent as well as a valid MN driver's license and use of a personal automobile. A minimum of 6 months experience in customer service including the use of a computer and telephone. Experience with scheduling and coordination is preferred. Familiarity with the Blue Earth, Nicollet, and Le Sueur County area is a plus.



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### **ADDITIONAL ELIGIBILITY QUALIFICATIONS**

VINE Faith in Action requires all employees to be vaccinated against COVID-19 unless they qualify for an accommodation.

### **POSITION TYPE**

Full-time, benefits-eligible. Typical workweek is Monday through Friday, 8:00 am to 5:00 pm with an hour unpaid lunch break and two 15-minute paid breaks. Occasional evening or weekend hours and/or overtime may be required.

### **SUPERVISORY RESPONSIBILITIES**

This position does not supervise employees.

### **WORK ENVIRONMENT**

This position is in a climate-controlled office setting with normal business-level noise and lighting.

### **PHYSICAL DEMANDS**

The position includes long periods of sitting with some standing, lifting, bending, and walking. Repetitive manipulating with both hands in keyboarding. Frequent contact with the public.

### **TRAVEL**

This position does not require travel other than locally for occasional business errands.

### **EQUAL OPPORTUNITY EMPLOYMENT**

VINE is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions, and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

### **SIGNATURES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

This job description has been approved by:

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_