

**EMPLOYMENT OPPORTUNITY
FACT SHEET**

AS A PARTNER WITH THE ARKANSAS DEPARTMENT OF WORKFORCE SERVICES, WE REPORT ALL APPLICANTS WHO FAIL TO KEEP THEIR SCHEDULED INTERVIEW OR FAIL TO REPORT FOR A SET START DATE. ONLY SERIOUS APPLICANTS NEED APPLY.

POSITION: Transportation Support
LOCATION: Benton Call Center
HOURS: 40 Hours per Week – FULL-TIME
APPLICATION DEADLINE: Open until filled
DATE POSITION TO BE FILLED: As Soon As Possible
SALARY: \$ 15.75 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 or for more information call 501-315-1121

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