

SEVT

Job Description

Position Title: 2nd Shift Dispatcher and Customer Service Representative

Reports To: Dispatch Manager

Brief Description: The MOOver is a very supportive, team-oriented, company looking for a skilled customer service representative. This is a full-time year-round position 10:30AM to 7:00PM. Must be a self-motivated, reliable individual who is detailed oriented and possesses exceptional customer service skills. Must be able to multitask in a busy office setting. Must be able to work well as part of a team as well as independently. This is a Rockingham office based position.

Specific Responsibilities Include:

- Professional handling of Confidential information and follow HIPPA regulations
- Book Demand Response Rides
- Perform necessary communication including answering telephone, radio, and email
- Perform clerical functions associated with position
- Input client data into demand response software, excel or other electronic systems
- Excellent customer service skills
- Professional communication skills with clients, human service partners and other employees
- Able to meet deadlines
- Knowledge of modern technology
- Willing to learn scheduling of trips
- Willing to occasionally drive riders to appointments
- Uphold company Safety Plan and Procedures
- Other duties as assigned by Dispatch Manager

Benefits available include:

- Dental insurance
- Employee assistance program
- Health insurance
- Life insurance
- LTD/STD insurance
- Paid time off
- Vision insurance
- 401k
- Wage is \$22.00 an hour