

## **MDOT MTA Mobility Certification Office is Hiring**

IPS is preparing to assume operations of the MDOT MTA Mobility Certification office and will be hiring 21 employees to fill positions in Customer Service, Administration, and Eligibility Assessment. As training will be beginning in mid-August, please ensure qualified candidates apply as soon as possible. All of these positions will be in Northwest Baltimore at 4201 Patterson Ave Baltimore MD 21215. MTA Mobility services are provided in accordance with the Americans with Disabilities Act (ADA). The ADA requires transit systems that operate fixed route buses/trains to offer complementary paratransit service to people with disabilities who cannot use the fixed route buses/trains for some or all of their trips. The MTA Mobility eligibility process assesses each individual's functional abilities and their ability to utilize MTA's buses and trains to determine level of eligibility for the program. The MTA Mobility application process consists of a completed application, completed Healthcare Professional Verification, an interview, and if needed, a functional and/or cognitive assessment.

All positions are subject to final Notice to Proceed from MTA, with a tentative start date the week of August 10<sup>th</sup> 2020 with 2 weeks of paid training (likely in downtown and Pigtown) followed by transitioning operations of the office from the incumbent provider the week of August 24<sup>th</sup>.

Veterans, individuals with disabilities, minorities, and returning citizens without records of violence, crimes against minors, theft or fraud (subject to MTA approval) are encouraged to apply. All applicants will undertake a federal CJIS background check and may be subject to initial and periodic drug screening.

Applicants should apply through the links supplied with each job posting, and pose any questions directly to the recruiters. Recruiters, if you have specific questions about the application process, timeline, benefits, etc, or questions about the positions themselves, please feel free to email me directly.

Ultimate Staffing Company based employees-

Customer Service Representatives (5)

Administrative Assistants (5)

Benefits for these positions (after initial period) - <http://www.ultimatestaffing.com/job-seekers/benefits/>

Kennedy Services-

Assistant Certification Program Manager- (1)

Customer Service Manager (1)

Administrative Manager (1)

Eligibility Assessment Officers (8)

Benefits for these positions (after initial period) will be provided directly by the recruiters.

\*\*\*Note for recruiters- COVID phase operations. We **\*should\*** know by 7/17/2020 whether the office will be open as normal when we begin operations in late August, or if it will remain closed to the general public. Applicants can expect a changing status of either working in the office 5 days a week, working from home 5 days a week, or a mixture of day or weeks in or out of the office. Our contract is written in a way in which we do not expect to furlough or layoff anyone during this crisis, any decisions deviating from that would be made by MDOT MTA. \*\*\*

### **Customer Service Representatives**

Customer Service Representatives (CSRs) are the first Certification Office employee that speaks to an applicant and sets a positive tone for the applicant's experience. CSRs answer phone and email questions, assist applicants in procuring an application, and set interview appointments. CSRs must possess active listening skills, patience and empathy in helping applicants navigate the certification process, and a commitment to world class customer service.

#### Duties-

1. Answer telephone calls & email requests from applicants,
2. Schedule certification interview appointments and work in coordination with the Call Center Reservation Team in scheduling appointment rides,
3. Mail requested applications,
4. Assist with voter registration,
5. Participate in Citizens Advisory Committee for Accessible Transportation meetings with MTA Mobility and the general public,
6. Participate in Mobility Customer Outreach Events and Public Meetings
7. Follow all Certification Office Operations Manual processes and procedures and provide feedback and recommendations on improving operations and the applicant's experience,
8. Assist with Administrative functions, when required,
9. Other duties as assigned

#### Minimum requirements-

1. Possess a high school diploma or equivalent completion of an undergraduate degree or certificate program is preferred,
2. Possess a minimum of one (1) year of customer service experience, phone-based experience is preferred,
3. Possess strong communication and presentation skills,
4. Possess proficiency in MS Office Suite,
5. Possess the ability to multi-task, prioritize, and manage time effectively, and Possess a familiarity with CRM (Customer Relationship Management) systems.

If you are interested in applying for the Customer Service Representative positions, please email [BBennett@rothstaffing.com](mailto:BBennett@rothstaffing.com)

## **Administrative Assistants**

Administrative Assistants (AAs) ensure that the eligibility determination process is conducted in a smooth, timely, and systematic manner. AAs greet applicants when they arrive for their appointment, review their application for completion, assist applicants with missing information, and get the applicant into the queue when the application is verified to be complete. Once a determination is made, AAs compile and mail all the necessary eligibility determination documentation, ID Card and program information, and register eligible applicants for the Call-A-Ride service. AAs are responsible for maintaining complete and accurate hard copy and electronic documentation for all aspects of the application and determination process. AAs must possess strong attention to detail, accurate recordkeeping and multitasking skills, and a commitment to maintaining timely fulfillment of administrative duties.

### Duties-

1. Assists with applicant check-in & photos
2. Reviews applications to ensure completion
3. Answers general questions and concerns from applicants
4. Processes determination decision letters & ID Cards
5. Assist with Call-a-Ride Program enrollment
6. Follow all Certification Office Operations Manual processes and procedures and provide feedback and recommendations on improving operations and the applicant's experience,
7. Assist with Customer Service Operations, when required
8. Other Duties as assigned

### Minimum requirements-

1. Possess a high school diploma or equivalent; completion of an undergraduate degree or certificate is preferred,
2. Possess a minimum of one (1) year of administrative support experience, or equivalent,
3. Possess strong attention to detail,
4. Possess strong written and verbal communication skills,
5. Possess familiarity with common computer software programs including MS Office suite, CRM software, etc.,
6. Possess ability to multi-task, prioritize and manage time effectively.

If you are interested in applying for the Administrative Assistant positions, please email

[BBennett@rothstaffing.com](mailto:BBennett@rothstaffing.com)

## **Eligibility Assessment Officers**

Eligibility Assessment Officers (EOs) determine whether or not an applicant is eligible for MTA Mobility paratransit services under the Americans with Disability Act by establishing whether the applicant is fully or partially able to use fixed-route public transportation. EOs review applications to understand the applicant's cognitive and/or functional abilities, conducts interviews to understand the applicant's circumstances, requests additional professional documentation if needed, performs cognitive and/or functional assessments if needed, and makes a determination on their eligibility. EOs must possess patience and empathy while interviewing and assessing applicants, strong attention to details and process, comprehensive and precise documentation and record keeping, and competence to make accurate and valid eligibility determinations.

### **Duties-**

1. Reviews applications & professional documentation
2. Conducts interviews and functional and/or cognitive assessments
3. Documents information relevant to determining eligibility
4. Determines applicant eligibility
5. Follow all Certification Office Operations Manual processes and procedures and provide feedback and recommendations on improving operations and the applicant's experience,
6. Other duties as assigned

### **Minimum requirements-**

1. Possess a bachelor's degree (or equivalent) in Human and Social Services, Rehabilitation, Behavioral Health Services, or an ancillary healthcare profession,
2. Possess familiarity with common computer software programs including MS Office suite, CRM software, etc.,
3. Possess familiarity with ADA regulations and sensitivity to issues relating to disabled and elderly persons, and,
4. Possess the capability to perform all required functional and cognitive assessment types and determine eligibility for MobilityLink paratransit eligibility certification.

To apply for the Eligibility Assessment Officer positions, visit <https://kenedy-services.securedportals.com/jobportal/jobs/Result.aspx?jobid=104652>

## **Assistant Certification Program Manager**

The Assistant Certification Program Manager (ACPM) primarily manages the Eligibility Assessment Officers and provides support to the Certification Program Manager in managing the day-to-day customer service and administrative operations of the Mobility Certification Office. The ACPM ensures that eligibility interviews, assessments, documentation, and eligibility determinations are done in compliance with the Americans with Disabilities Act (ADA) and according to guidance from federal, state, and federally recognized organizations. The ACPM will coordinate on day-to-day assessments and eligibility determinations with Contractor subject matter experts. The ACPM serves as the primary on-site expert on ADA compliance, and coordinates with Contractor specialists, the Certification Program Manager, Customer Service Manager and Administrative Manager to ensure all operations are in compliance with ADA regulations. The ACPM prepares responses to Appeals Office information and document requests and reviews them with the Certification Program Manager and/or Contractor specialists. The ACPM initiates fact-finding for customer service complaints and presents them to the Certification Program Manager, who oversees the investigation and response. The ACPM serves as Certification Program Manager in their absence.

#### Duties-

1. Ensure all interviews, assessments and eligibility determinations are performed in a thorough, valid, and timely manner
2. Coordinate with contractor specialists for peer review on relevant eligibility determinations,
3. Prepare information and documentation for Appeals Office requests
4. Train new staff, perform formal and informal coaching and evaluations for employees, maintain performance documentation and escalate performance issues
5. Conduct fact-finding and participate in investigations for customer service complaints
6. Ensure all relevant forms, applications and documents are scanned and hard filed by end of each business day
7. Ensure that each department follows all Certification Office Operations Manual processes and procedures and incorporate staff feedback and recommendations on improving operations and the applicant's experience,
8. Ensure all key performance indicators and contract deliverables are met,
9. Other duties as assigned

#### Minimum requirements:

1. Possess, at a minimum, an associate degree in social services, rehabilitation or an ancillary healthcare profession, or equivalent work experience,
2. Possess, a minimum of three (3) years of experience in ADA Certification Program Management (or equivalent),
3. Possess familiarity with common computer software programs including MS Office suite, CRM software, etc.,
4. Possess familiarity with ADA regulations and sensitivity issues related to persons with disabilities and elderly persons,
5. Possess progressively responsible professional experience in planning, managing and implementing training programs regarding ADA regulations and compliance, and

6. Possess the ability to lead a team and to substantially contribute to the formulation of strategies and policies.
7. Possess experience analyzing, interpreting, and applying laws, regulations, policies and procedures pertaining to the Americans with Disabilities Act, the Rehabilitation Act of 1973, and other Federal, State, and Local laws applicable to disability rights.

To Apply for the Assistant Certification Program Manager Position, please visit <https://kennedy-services.securedportals.com/jobportal/jobs/Result.aspx?jobid=104664>

### **Customer Service Manager**

The Customer Service Manager (CSM) reports to the Certification Program Manager and will be responsible for managing 5 Customer Service Representatives. Customer Service Representatives answer phone and email questions, assist applicants in procuring an application, and set interview appointments. The CSM observes and coaches Customer Service Representatives daily and organizes peer reviews and ongoing training initiatives. The CSM prepares and analyzes monthly reports detailing call and email answer times, appointment request fulfillment and customer concerns and resolutions. The CSM maintains and conducts performance reports, coaches staff, and works with the Certification Program Manager on Customer Service Representative performance issues. The CSM initiates fact-finding for customer service complaints and presents them to the Certification Program Manager, who oversees the investigation and response. The CSM coordinates operations with Administrative staff and serves as the Administrative Manager in their absence.

#### **Duties-**

10. Ensure all applicants receive world-class customer service
11. Answer all phone calls within 3 minutes of receipt of call
12. Ensure all assessment appointments are scheduled within 10 business days of the appointment request date
13. Train new staff, perform formal and informal coaching and evaluations for employees, maintain performance documentation and escalate performance issues
14. Conduct fact-finding and participate in investigations for customer service complaints
15. Ensure all relevant forms, applications and documents are scanned and hard filed by end of each business day,
16. Ensure that the Customer Service department follows all Certification Office Operations Manual processes and procedures and incorporate staff feedback and recommendations on improving operations and the applicant's experience,
17. Ensure Customer Service key performance indicators and contract deliverables are met,
18. Other duties as assigned

Minimum requirements:

1. Possess a high school diploma or equivalent, completion of an undergraduate degree or certificate program is preferred
2. Possess a minimum of three (3) years progressively responsible professional experience providing phone-based customer service,
3. Possess the ability to develop and implement customer service policies and procedures,
4. Possess in-depth knowledge of customer service principles and practices,
5. Possess in-depth knowledge of customer service software, databases, and CRM tools,
6. Possess proficiency in MS Office Suite,
7. Possess strong communication, planning solving, customer service, and supervisory skills,
8. Possess documented experience in providing customer service to individuals with disabilities.

To apply for the Customer Service Manager Position, please visit <https://kenedy-services.securedportals.com/jobportal/jobs/Result.aspx?jobid=104665>

### **Administrative Manager**

The Administrative Manager (AM) will report to the Certification Program Manager and will be responsible for managing the Administrative Assistants and the day-to-day administrative functions of the Mobility Certification Office. Administrative Assistants process applicants when they arrive to the office, put together and mail eligibility determination packets, and maintain complete and accurate hard copy and electronic documentation for all aspects of the application and determination process. The AM monitors customer wait times and coordinates with Customer Service and Assessment staff to ensure applicants are interviewed within 30 minutes of their scheduled appointment. The AM maintains and conducts performance reports, coaches staff, maintains performance and disciplinary records, and works with the Certification Program Manager on Administrative Assistant performance issues. The AM conducts weekly audits of hard copy and electronic documentation, and ensures incorrect processes are corrected. The AM initiates fact-finding for customer service complaints and presents them to the Certification Program Manager, who oversees the investigation and response. The AM coordinates operations with the Customer Service staff and serves as the Customer Service Manager in their absence.

#### **Duties-**

1. Ensure all applicants are greeted properly and that applications are complete
2. Monitor applicant interview queue times and proactively address long wait times
3. Train new staff, perform formal and informal coaching and evaluations for employees, maintain performance documentation and escalate performance issues
4. Conduct fact-finding and participate in investigations for customer service complaints

5. Ensure all relevant forms, applications and documents are scanned and hard filed by end of each business day
6. Ensure that the Administrative department follows all Certification Office Operations Manual processes and procedures and incorporate staff feedback and recommendations on improving operations and the applicant's experience,
7. Ensure Administrative key performance indicators and contract deliverables are met,
8. Other duties as assigned

Minimum requirements:

1. Possess a high school diploma or equivalent, completion of an associate degree or certificate program is preferred,
2. Possess at least three years of progressively responsible professional administrative assistant experience,
3. Possess familiarity with common computer software programs including MS Office suite, CRM software, etc.,
4. Possess knowledge of data and administrative management practices and procedures, and
5. Possess strong communication, problem solving, decision making, planning organizing and work/time management skills

To apply for the Administrative Manager position, please visit

<https://kennedy-services.securedportals.com/jobportal/jobs/Result.aspx?jobid=104666>