



Senior Resource
ASSOCIATION

Position Opening
Customer Care Agent
(Full Time)

About the Organization:

Senior Resource Association (SRA) is a 501 (c)(3) non-profit organization that provides services to support and advocate for independence and dignity of older adults throughout Indian River County. Our organization was established in 1974 to provide services and programs that promote an active, healthy, and independent lifestyle for older adults. We provide and manage the Meals on Wheels of Indian River County programs, Adult DayAway programs, In-Home services, and Transportation for seniors and their families. With two locations in Vero Beach and Sebastian, SRA operates the only state licensed Adult DayAway programs in the County. Our goal is to keep seniors healthy and in their own homes for as long as safely possible. Due to memory loss, brain injury, food-insecurity, and/or lack of socialization, all families have a special need for their loved one that leads them to Senior Resource Association. SRA is recognized as the lead agency in Indian River County for homebound and community-based services for seniors and adults aged 18 and older. For more details, visit www.SeniorResourceAssociation.org.

Position Summary:

Responsible for processing telephone requests for Para-Transit transportation and provide excellent customer service to the public. Attend and participate in Senior Resource Association functions.

Duties & Responsibilities:

These are examples of the type of work performed. Management reserves the right to add, modify, change, or rescind work assignments as needed

- Assists with Para-Transit scheduling and coordination.
- Indexes and files correspondence, reports, cards, records, and other related materials, in accordance with established policies and procedures.
- Receives and dispenses information by telephone, letter, or by direct contact with the public; explains departmental programs and policies in a positive and courteous manner.
- Processes telephone requests for both registration and appointments for the Paratransit system.
- Screens applicants to determine eligibility needs based on established criteria.
- Processes applications for assistance in scheduling transportation.
- Makes referrals to related human services agencies for assistance as individual needs dictate.
- Verifies invoices and other related billing procedures. Prepares and maintains computerized reports and files. Attends transit-related training as directed by management.
- Communicates clearly, effectively, and tactfully, orally and in writing.
- Works emergency situations (including weather and other extreme conditions) as required. Performs other duties as requested.



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Knowledge, Abilities and Skills:

- Extensive knowledge of highways and roads within IRC
- Adaptable to communicate and coordinate changes in routes, schedules, process, and procedures
- Professional manner to interface with community.
- Self starter, organized with ability to prioritize competing deadlines to ensure goals are achieved in a timely manner
- Demonstrate sound judgment
- Effective communication skills (verbal and written)
- Works well within Transportation structure
- Flexible, adaptable, cooperative, service-minded and can always work as a team member
- Multi-task work and workload
- Knowledge of ADA requirements.
- Knowledge of the Route Match scheduling program.

Other Job Characteristics:

- Sitting, standing, bending, lifting minimum of 10 lbs.
- Work core hours and available as needed, beyond core hours, e.g. events

License / Certifications:

Consent to criminal background check, drug testing and other regulations as required

Education and Experience:

High school graduate/equivalent. Minimum one (1) year of experience in the operation of radio dispatch and electronic scheduling equipment. Prior Paratransit experience highly desired.