



Job Specification

Job Title: Eligibility Representative I	FLSA Type: Non-Exempt	Date Established: N/A
Department: Transportation	EEO Code: 06	Date Revised:
Class Code: 08-10-61	Reports To: Manager I of Eligibility	Date Approved:

Job Summary

Under general supervision, the Eligibility Representative I is responsible for performing recurring eligibility determinations for Americans with Disability Act (ADA) transportation services.

Essential Duties and Responsibilities

- Receive electronic and paper documentation applications for ADA transportation service and ensure that applicable systems are updated in an accurate and timely manner.
- Interview and/or screen clients in-person and by phone to explain eligibility requirement and assist clients with the application process.
- Maintain determination log sheets and prepare eligibility reports using paratransit software.
- Maintain electronic and hard copy files for each rider requesting ADA eligibility.
- Answer inquiries from riders and the public regarding the operations, procedures, and policies of paratransit services.
- Mail out applications and registration forms to prospective riders and/or agencies.
- Assist with maintaining enrollment spreadsheets for tracking and statistical purposes.
- Process and file reports and related documents.
- Assume the role of an Eligibility Representative II, as needed.

Qualifications (required):

- High School Diploma or G. E. D. (General Educational Development) equivalent.
- Minimum of one (1) year of experience in determining ADA eligibility or a related field.

Qualifications (preferred):

- Experience working in a paratransit environment.

Knowledge, Skills, and Abilities

- Knowledge of Americans with Disabilities Act (ADA) and paratransit rules and regulations.
- Knowledge of DDOT rules, policies, and transit operating practices.
- Skill in typing with speed and accuracy.
- Considerable skill in effective oral and written communication.
- Considerable skill in the use of personal computers and common office software.
- Ability to maintain accurate and complete records of transportation and paratransit services.
- Organizational skill and ability to prioritize work.
- Ability to interact with disabled customers, elderly, and other populations tactfully, firmly, and impartially and in a courteous and patient manner.
- Ability to be flexible and work any assigned shift.
- Ability to maintain confidentiality of sensitive information.

Licenses, Certifications, and Other Special Requirements:

Candidates considered for placement in this classification may be subject to a Criminal Background Investigation based on the requirements of the position.

Physical Demands

The employee generally remains in a stationary position for an extended period of time operating standard office equipment which may include computers, telephones, photocopiers and fax machines. The employee is expected to move about to accomplish tasks such as opening file cabinets and moving files. Must be able to lift, push, pull, and carry up to (25) pounds.

Work Environment

Work is performed primarily in an office environment. Some work requires travel to meetings, conferences, and other work sites with exposure to seasonal weather conditions. Must be able to work nights, weekends and holidays.

The above statements reflect the general nature and level of work performed by employees assigned to this class. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Essential duties may vary from position to position.

Notes: