



## Job Specification

<b>Job Title: Eligibility Representative II</b>	<b>FLSA Type: Non-Exempt</b>	<b>Date Established: N/A</b>
<b>Department: Transportation</b>	<b>EEO Code: 06</b>	<b>Date Revised:</b>
<b>Class Code: 08-10-62</b>	<b>Reports To: Manager I of Eligibility</b>	<b>Date Approved:</b>

### Job Summary

Under general supervision, the Eligibility Representative II serves as the lead Eligibility Representative and is responsible for performing recurring eligibility determinations for Americans with Disability Act (ADA) transportation services. Responds to inquiries and issues that have been escalated by the Eligibility Representative I.

### 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 citizens in-person and by phone to explain eligibility requirements and assist clients with application process.
- Maintain determination log sheets, prepare eligibility reports using paratransit software, and review log sheets and reports created by Eligibility Representative I.
- Maintain electronic and hard copy files for each rider requesting ADA eligibility.
- Answer inquiries from riders and the public regarding the operations procedures, eligibility requirements, and policies of the paratransit services.
- Mail out applications and registration forms to prospective riders and/or agencies.
- Maintain enrollment spreadsheets for tracking and statistical purposes.
- Process complex eligibility determinations referred from Eligibility Representative I.
- Train new employees on proper techniques for responding to inquiries and determining eligibility.
- Process and file reports and related documents.

### Qualifications (required):

- High School Diploma or G. E. D. (General Educational Development) equivalent.
- Minimum of three (3) years of experience in determining ADA eligibility or a related field.

### Qualifications (preferred):

- Experience working as an Eligibility Representative I.

### 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 lead, train, and review the work of others.

- Ability to maintain accurate and complete records of transportation and paratransit services.
- Ability to interact in a courteous and patient manner with people from the elderly and disabled community.
- 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.

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*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:**