

JOB DESCRIPTION

PROGRAM: **Transportation Program**
JOB TITLE: **Eligibility & Data Entry Specialist**
PAY GRADE: **5**

JOB SUMMARY

Delivering essential transportation services within STEP's Independent Living Pathway to Success, the Eligibility & Data Entry Specialist provides public contact and technical work through the clerical operation, review, and control of automated information systems. Work involves answering a large volume of phone calls, registration of customers for services, verifying ride sponsorship eligibility, and performing accurate data entry and reporting. Work includes quality control through review of data to determine problem sources and to initiate corrective action. Additionally, the Eligibility & Data Entry Specialist manually keys information into the system for the purpose of recording or verifying previously processed work. This work includes processing and verifying required reports and program records as requested. Assists customers seeking service from the Medical Assistance Transportation Program (MATP), Lottery Program, and Persons with Disabilities (PWD) Program. Work is performed with considerable independence but is subject to review for conformity to operating procedures. Direct public contact, data collection, and data entry are regular, recurring functions of this position.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable
REPORTS TO: Lead Eligibility & Data Entry Specialist

MINIMUM QUALIFICATIONS

- High School diploma or GED certificate;
- One year of experience in office work;
- One year of data entry and reporting experience with automated management information systems;
- Strong communication skills including listening, understanding, informing, and speaking; amiable disposition and ability to remain professional when dealing with telephone callers or visitors;
- Strong proofreading skills;
- Computer training and/or documented proficiency with word processing, spreadsheet, and database software; experience with and/or training in Microsoft Office products including Word, Outlook, Access, Excel, and Internet Explorer; and,
- Previous work experience with shared-ride transportation sponsorship eligibilities is preferred.

GENERAL REQUIREMENTS

- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit or stand for long periods of time, lift and carry up to twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges;
- Flexibility to work altered and non-traditional work schedules as assigned; and,
- Participation in job-related trainings, as assigned.

JOB DESCRIPTION
Eligibility & Data Entry Specialist

SPECIFIC DUTIES

- ❖ Performs data entry and related support to the Transportation Program; monitors work for completeness and accuracy; performs data entry and generates reports to meet prescribed deadlines;
- ❖ Accountable for the accuracy and timeliness of any data entry;
- ❖ Answers large volume of telephone calls regarding trip reservations and/or program inquiries;
- ❖ Conducts initial interviews and registrations of customers for STEP Transportation programs; ensures all application information is completed; creates electronic consumer master file and appropriately files hardcopy of application;
- ❖ Ensures appropriateness, completeness, and accuracy of customer eligibility documentation;
- ❖ Educates customers as to the various transportation cost sponsorship(s) and related guidelines;
- ❖ Completes and distributes payment voucher forms to customers using their personal vehicles for Program-eligible transportation; verifies initial customer eligibility using the appropriate verification system; creates and completes all tracking logs;
- ❖ When appropriate, verifies eligibility of each entry by verifying eligibility of the customer on the day of service (using the appropriate verification systems) and the actual occurrence of the service with the medical needs professional; verifies mileage and other figures for accuracy; when complete, submits to Program Director for approval;
- ❖ For out-of-service area trips, verifies customer eligibility using the appropriate Department of Human Services verification system and the actual occurrence of the service with the medical needs professional; faxes trip information to the appropriate subcontractor for trip scheduling; appropriately files related paperwork; creates and completes all tracking logs;
- ❖ Generates accurate assigned monthly reports and other reports as needed;
- ❖ Completes data entry in an accurate and timely manner;
- ❖ Follows established Transportation and agency procedures and secures all necessary documentation;
- ❖ Enters or records customer data into the computer system or into written formats;
- ❖ Reconciles daily control and end-of-month reports to verify accuracy and makes necessary corrections; checks for accuracy and makes any necessary data revisions;
- ❖ Makes recommendations and attends staff meetings or trainings;
- ❖ Assists in the production or dissemination of Transportation information and materials; and,
- ❖ Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Geographic area served;
 - STEP Transportation Program's operations and transportation cost sponsorship criteria;
 - Procedures, policies, and protocols of PennDOT's Shared-Ride, Medical Assistance Transportation (MATP), and Rural Transportation for Persons with Disabilities (PwD) Programs;
 - Ride sponsorship eligibility standards;
 - Microsoft Excel and other Microsoft Office Suite programs, including but not limited to Word, Outlook, Access, Excel, and Internet Explorer components; and,
 - Type, organization and use of standard office files, logs, forms, and letter formats and the recording, filing, and retrieving of the same.
- ❖ Skill in the following:

JOB DESCRIPTION
Eligibility & Data Entry Specialist

- Interviewing to gather information and process pertinent customer data;
 - Proofreading information entered into transportation data system;
 - Conflict resolution;
 - Utilizing spreadsheet applications;
 - Using a computer system, including media, keyboard, mouse, and printer, and in the operation of software;
 - Using and routing electronic mail and correspondence, using the Internet for information mining, and using disk operating systems for computer navigation and document management;
 - Communicating effectively so as to be able to interact with a variety of people such as customers, staff, and the general public;
 - Using a keyboard or typewriter to process information into written or electronic form; and,
 - Processing and organizing various types of data and information into both written and electronic formats.
- ❖ Ability to perform the following:
- Meet deadlines;
 - Enter data into customized or proprietary software, and to produce reports requested or required;
 - Work in a fast-paced environment, with the ability to multitask;
 - Assist customers in making informed transportation choices;
 - Project a positive and professional image;
 - Effectively utilize a Windows-compatible computer to facilitate communication and track Program information;
 - Keep clerical records accurately;
 - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
 - Understand and maintain effective working relationships with staff, partnering agencies, businesses, customers, and the general public;
 - Understand and follow or provide oral and/or written instructions, some of which may include multi-faceted procedures, and to work independently of direct supervision;
 - Understand customer needs and the ability to exercise sound judgment in appraising those needs and directing customers to appropriate service to meet their needs;
 - Collect, organize, and process information for requested reports;
 - Transfer information accurately from one source to another;
 - Proofread the straight transfer of information for accuracy and to initiate corrective action;
 - Basic arithmetic calculations;
 - Concentrate for long periods of time;
 - Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
 - Operate normal office machines with appropriate speed and efficiency;
 - Organize and prioritize work, and to develop effective work methods in an area which involves variable phases or different techniques and procedures;
 - Interact effectively with people from varied social, economic, and educational backgrounds; and,
 - Maintain confidentiality at all times.