

NEMT Specialist Assistant / Temporary – Part Time

Job Description

Department: Non-Emergency Medicaid Transportation Call Center

Reports to: NEMT Call Center Manager

General Statement of Duties

The primary purpose of this position is to provide non-emergency Medicaid transportation customer service/public assistance to Buncombe County Medicaid recipients. This position will assist the NEMT Specialists and NEMT Supervisor in gathering client data and client data input, explain services and programs, interpret regulations and policies, and be able to pull up client files and respond to questions that previously sent to caseworkers. Position will perform duties as a representative of a public agency and is subject to high standards for personal and professional conduct.

Distinguishing Features of the Class

An employee in this class is responsible for performing invoice and beneficiary reimbursement verifications and data entry for programmatic functions. Work involves applying established data entry procedures and principles of bookkeeping. This worker must assure confidentiality of customer information is not compromised. Complexity of subject matter is substantial in this position as employee is responsible for evaluating, interpreting and explaining agency Medicaid transportation services, policies and procedural regulations. Some judgment is required in selecting and applying appropriate procedures listed in a variety of manuals. Tact and diplomacy are required in dealing with vendors, coworkers and citizens in conducting Council business. Work is performed under regular supervision and is evaluated through observation, conferences, review of work, and audit of the records by an external auditor.

Duties and Responsibilities

Essential Duties and Tasks

- Process documents which support the Transportation Resource Center functions including entering data in computer, working with invoices, and maintaining beneficiary files.
- Billing and invoicing beneficiary reimbursements as required for NEMT Transportation Services.
- Input beneficiary applications and update client records as needed; search records and reports for historical information; reconcile beneficiary reimbursements, key in amendments.
- Work with team to develop new procedures to streamline processes.
- Contributes to unit goals by accomplishing related duties as required.

Additional Job Duties

- Backs up other office staff.
- Performs related duties as required.

Note: The above statements are intended to describe the general nature and level of the work being performed by an employee assigned to this work. This is not an exhaustive list of all duties and responsibilities. Land of Sky Regional Council reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

Consequence of Error

Errors in inputting information into the client systems may result in ineffective application and processing of state, local or federal programs. Error in providing inaccurate information can result in customers not being connected with a needed benefit or service which can impact the health and well-being of customers and/or result in financial paybacks for the agency and/or customer.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Ability to read, comprehend and apply rules and regulations and often changing policies and guidelines pertaining to eligibility programs.
- Ability to interpret agency policies and procedures to people of varied social, economic and educational backgrounds to obtain data for documentation and verification of information needed, detect need for other agency services and make appropriate referrals.
- Ability to develop and maintain working relationships with a variety of people, including vendors, general public, program participants, coworkers and supervisors.
- Ability to communicate effectively in oral and written forms and be able to set priorities and to manage time effectively for self and others as appropriate.
- Knowledge of office practices and procedures
- Ability to meet deadlines with accuracy in data entry and work

Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common tasks.
- Function professionally in highly stressful circumstances.

- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

Physical Requirements

- Must be able to physically perform the basic life operational functions of lifting, grasping, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects.
- Must possess the visual acuity to prepare data and statistics, to perform accounting, to operate a computer, and to read extensively.

Desirable Education and Experience

- An Associates degree with one year of responsible experience as described above; or graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least three years of office assistant/secretarial or customer service experience; or an equivalent combination of training and experience.

Land of Sky Regional Council – FY 2019
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