

RIDE CONNECTION POSITION DESCRIPTION TRAVEL NAVIGATOR

Position Title:	Travel Navigator
Position Reports To:	Service Center Supervisor
Full-Time Equivalent:	up to 100%
Positions Supervised:	None
Status:	Non-Exempt

Position Summary

The Travel Navigator serves as the direct point of contact for Ride Connection customers. The Travel Navigator provides superior, quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience. The Travel Navigator coordinates ride requests and referrals to the most appropriate transportation service(s); performs follow up activities to ensure the expected level of service was offered and received; passes pertinent information to appropriate staff; registers new customers; makes appropriate referrals to partner agencies; and communicates with service providers. The Travel Navigator also will provide support as needed to counsel and educate older adults and people with disabilities about all available transportation options in their community.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Works with the Service Center staff to provide the highest quality service to our customers to ensure each person who requests our service is treated with dignity, respect and patience
- Answers incoming calls from customers and ensures accurate input of their requests for transportation
- Registers new rural Washington county customers and ensures all requested information is recorded
- Provides information and referral for Ride Connection Network transportation programs and other available transportation options including public transportation services
- Responds to customer complaints, comments, commendations, and other requests as appropriate
- Confirms door to door service with clients by phone, fax or e-mail
- Assists with maintenance of records, compilation of data, and completion of reports as requested
- Follow up with riders to ensure service was performed; pass along pertinent information to appropriate staff
- Provides information to the Scheduler and Service Center Supervisor regarding the service capabilities of service providers
- Performs dispatch duties and ride assignment functions for the Scheduler/Dispatcher position as needed.
- Ensures completion of intake, assessment, and referral for all new Ride Connection customers is timely, accurate and in accordance with program requirements
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training programs and attends all staff meetings as required
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- High school diploma or equivalent, with a minimum of two years of work experience or the equivalent combination of education and/or relevant experience
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills
- Ability to pass a National Criminal Record Check which includes fingerprint identification
- Geographic knowledge of Multnomah, Clackamas, Washington Counties; map reading skills

Preferred Qualifications

- Ability to speak Russian, Spanish, or Vietnamese
- Experience in position(s) with a high level of public contact in transportation, social or health services
- Experience working with the older adults and people with disabilities
- Experience and passion working for a Non-Profit organization
- Previous experience in a demand-response public transportation program
- Familiarity with the local community transportation system

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Extensive visual involvement
- Extensive work with the computer and telephone
- Office environment

- Verbally communicate with others

Note: This job description is intended as a guideline, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.