

RIDE CONNECTION POSITION DESCRIPTION TRIP AUDIT SPECIALIST

Position Title:	Trip Audit Specialist
Position Reports To:	Verification & Trip Audit Supervisor
Full-Time Equivalent:	Up to 100%
Positions Supervised:	None
Status:	Non-exempt

Position Summary

The Trip Audit Specialist supports the Verification & Trip Audit Supervisor and works with transportation providers, Community Care Organizations (CCO), Health Care provider and Ride Connection staff to ensure trip accuracy of the Medicaid Non-emergent Medical Transportation (NEMT) program. This position audits trips based on Medicaid requirements to ensure trips processed for payment are eligible for reimbursement. The Trip Audit Specialist tracks trends and reports out on a consistent basis. The Trip Audit Specialist works independently and manages projects assigned by the Verification & Trip Audit Supervisor.

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

- Audits trips by verifying accuracy of event/occurrences
- Completes reporting on audited trips
- Tracks trends and reports out on a consistent basis
- Reviews data and creates/issues reports according to prescribed timelines
- Assists with research on assigned projects and provides informational reports
- Provides problem resolution, information and technical support to staff, transportation providers, NEMT scheduling and dispatch center staff and CCO representatives.
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- 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
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- 3 year experience in related field or college courses 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 with a diversity of individuals including staff, Ride Connection's network partners, community and government agencies, volunteers, and riders

- Ability to pass a National Criminal Record Check which includes fingerprint identification
- 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

Preferred Qualifications

- Experience in demand-response public transportation
- Transportation program management
- Comprehensive knowledge of the area
- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Office environment
- Frequent use of the computer
- Extensive visual/hearing involvement
- Extensive telephone verbal communication
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds

Note: This job description is intended as a guideline, only, 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.