

RIDE CONNECTION POSITION DESCRIPTION VERIFICATION SPECIALIST

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

Position Summary

The Verification Specialist supports the Verification & Trip Audit Supervisor and works with transportation partners, customers, and Ride Connection staff to coordinate, plan, and expand area transportation services. This position verifies ride data integrity to ensure accuracy in billing of the Medicaid Non-emergent Medical Transportation (NEMT) program. The Verification Specialist works independently and manages projects assigned by the Verification & Trip Auditor 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

- Process, audit and provide technical support of ride verification and billing with all internal and external partners.
- Collaborate with Service and Fiscal departments to ensure trip data is accurate and facilitates efficiencies and improvements of data management.
- Manage all data provided by internal and external partners each month and generate reports compiling the data in prescribed format and timeline
- Manage and prepare monthly, quarterly and annual reports as requested by Community Care Organization (COO) and other stakeholders in a timely manner.
- Verifies data for accuracy of provider billing
- Trains new transportation providers on billing process
- 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, service partners and customers
- 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
- Experience with Ecolane or RouteMatch software
- 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.