



Job Title:	Customer Service Representative CSR	Job Category:	Customer Service
Location:	Josephine and Jackson County	Travel Required:	Local
Wage/Salary:	\$15.83/hr. training; \$16.83 1st 90 days	Position Type:	Full-Time
Benefits:	Increase based on knowledge Vacation Time, Sick Time, Holiday. Matching 401K		
Will Train Applicant(s):	Yes	START DATE:	Feb 19, 2024

Applications Accepted at: 1235 NE 6th Street, Grants Pass OR 97526

Job Description

Sec 1—[Position Overview](#)

Qualify, schedule and dispatch rides for ambulatory, stretcher and wheelchair bound patients to and from their medical/dialysis appointments. Interaction with customers, caretakers, and drivers.

Sec 2—[Essential Personal Qualities](#)

1. Caring and compassionate.
2. Excellent customer service.
3. Patient.
4. Punctual.
5. Excellent attendance.
6. Flexible on accepting additional shifts, staying late, coming in early, etc.
7. Be easy to reach by phone, text or email.
8. Skilled in using technology: computers, software, phones, tablets.

Sec 3—[Job Requirement /](#)

1. Available for work primarily Monday through Friday, 8:00 am to 6:00pm.
EXCEPTIONS: Christmas Day, Memorial Day, Labor Day, Thanksgiving Day, and New Year's Day.
2. Learn a basic knowledge of the NEMT industry and equipment.a basic knowledge of privacy laws and adhere to company operational standards.
3. Ability to multitask with accuracy between computer and telephone.
4. Periodic planning and review meetings with management.
5. Initial and random drug screening. Initial Background check.
6. Significant amount of time spent using computers and phone systems.
7. Significant amount of time spent sitting and at a workstation.
8. Being able to maintain professional composure while dealing with any situation that arises.
9. Bilingual differential pay.

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Stacy Hanley stacy@readyrideservice.com, (541) 479-7920