



Job Description:

Bilingual Phone Transportation Resource Specialist (PTRS)

Cantonese/Mandarin and English
(full-time, 40 hours per week)

Agency Description: Eden I&R envisions a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihoods. The agency's largest program is 211 Alameda County, the 24/7 multilingual phone line that provides resource information to individuals and families from throughout the county.

Position Description: The Phone Transportation Resource Specialist (PTRS) will connect people with resources by scheduling subsidized curb-to-curb rides for eligible seniors and persons with disabilities through TNCs (Transportation Network Companies), Uber and Lyft. They will additionally be trained to answer 211 calls, address clients' concerns over the phone, and provide needs assessment and referral, with a specialization in assisting seniors and persons with disabilities with transportation-related resources. This position will report to the acting Project Manager for the Paratransit Ride-Scheduling program. Confidentiality, technical savvy, and attention to accuracy are essential qualifications for this position, as is the ability to communicate clearly.

Duties Include:

- Answer phones and determine client eligibility for the Hayward Operated Paratransit program and other local paratransit programs
- Schedule rides for eligible seniors and persons with disabilities through Lyft and Uber
- Collect client contact and demographic information in the Salesforce and iCarol databases
- Process credit card transactions for fees associated with subsidized transportation programs
- Answer 211 calls and provide thorough assessment and appropriate referrals to services
- Advocate for callers in complex and emergency situations
- Assist with outreach to potential clients
- Be available to work long hours in the event of a disaster
- Work towards Alliance of Information and Referral Systems Certification
- Locate and collect information on agencies and services that would be useful to callers
- Other duties as assigned

Position Requirements:

- At least one year of work experience in a call center, customer service, case management, advocacy or social service-related positions, or other relevant work experience
- Ability to handle clients in crisis and deal with crisis management

Eden I&R, Inc.

"linking people and resources"

570 B Street ♦ Hayward, CA 94541 ♦ 510-537-2710 ♦ FAX 510-537-0986

- Good computer skills; familiarity with database programs desirable
- Strong time management and organizational skills
- Excellent oral and written communication skills
- Experience processing confidential credit card transactions
- Bilingual in Cantonese and/or Mandarin and English
- Flexibility to telecommute or work in the office as assigned

Compensation: Hourly salary commensurate with experience; benefits

Available shifts: 8:00 am – 5:30 pm, Monday - Friday

Resume/Cover Letter:

Human Resources Administrator
Eden I&R, Inc.
570 B Street
Hayward, CA 94541
Email: Jobs@edenir.org

Apply By: Monday, May 25, 2020

Start Date: Wednesday, June 10, 2020

*Eden I&R, Inc. is conveniently located one block from the Hayward BART station.
Online and on-site training will be provided.*

Eden I&R is an equal opportunity employer