



Job Title: Customer Service Representative, Part time (Bilingual)
Department: Customer Service
Location: Corporate Headquarters located in Camarillo, CA
FLSA Status: 20-25-Hours, M-F 1:30pm-6:30pm, Non-Exempt
Regular/Temporary: Temporary

THE COMPANY

Since 1991, R&D Transportation Services, Inc. (R&D) is a transportation management and consulting firm, has successfully worked with California Regional Centers and School Districts to deliver a comprehensive brokerage model that consists of Scheduling, Billing and Contract Administration, Customer Service Center, and Quality Assurance for Field Operations. Although not a direct transportation service provider, R&D coordinates with vendors to ensure that they operate safe, reliable and efficient transportation services for people with developmental and/or physical disabilities.

Position Summary

We are seeking a part time Customer Service Representative with background preferably in Sociology, Psychology, or related discipline to handle special incident reporting, call center and other areas within our Customer Service Department. In assisting with the Special Incident Reports (SIR) Coordinator you will be responsible for the fact-gathering and follow-up of incidents related to contracted transportation service providers. In our role as a liaison, it is important to objectively gather facts from all parties (program staff, family/care-provider, and Regional Center personnel) to collaborate with transportation vendors in order to support proper reporting and to achieve resolutions for incidents that occur on the bus during transportation hours. The ideal candidate for this position will be an individual who is committed to helping persons with disabilities, have excellent time-management skills, is able to work independently and has exceptional interpersonal skills.

Job duties will include, but are not limited to:

- Assist with special incident reporting such as fact-gathering, follow-up of reported incidents and determine appropriate solutions related to contracted transportation service providers
- Collaborate with internal departments to document and implement effective resolutions considerate of our population with developmental disabilities.
- Communicate effectively with Regional Center personnel and/or contractors regarding behavior modification efforts for individuals with the goal to reinstate transportation services
- Handle inbound customer calls and data entry to respond to participant concerns, inquiries and report concerns in a call center environment
- Work closely within the Customer Service department on various projects
- General filing, scanning, and mailing
- Other related duties as assigned

Qualifications:

- High school degree or equivalent. College background preferred in Sociology, Psychology or related discipline.
- Strong computer skills (familiar use with Excel, Word, Access and Outlook)
- Excellent written and oral communication skills with strong attention to detail
- Confidentiality of all information is essential
- Bilingual in Spanish required

Physical Demands:

The employee is regularly required to sit; use hands in the use of phones, computers, etc. Lift and/or move up to 10 pounds.

Submissions: Please submit your cover letter and resume to: humanresources@rdtsi.com