

**Job Title:** College Intern- Customer Service, Part time (Bilingual)  
**Location:** Camarillo, CA  
**FLSA Status:** 20 – 25 Hours, Non-Exempt  
**Shift:** M- F Day shift (hours are semi-flexible with classes)

### **About our Company**

R&D Transportation Services Inc. (R&D) is a transportation management and consulting firm that since 1991, 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 physical disabilities.

### **Position Summary - Internship**

We are seeking a *college student* majoring in Sociology, Psychology, Business, Communications, or related discipline for a part time internship opportunity within our Customer Service Department.

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
- Current student at a community college or university. Ability to work part time during school
- 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 (read/write/speak) is required

### **Benefits as an Intern**

- Gain professional work experience in an area related to your degree.
- Learn about the industry and find a rewarding opportunity helping the special needs community
- Potential opportunity after graduation for full-time employment

### **Physical Demands:**

The employee is regularly required to sit; use hands in the use of phones, computers, etc. The employee is required to reach with hands and arms. Must occasionally lift and/or move up to 10 pounds.

Come join our team and grow with us!

**Submissions:** College Students: please submit your cover letter and resume to [RandDTransportationInc.appone.com](http://RandDTransportationInc.appone.com)