



Client Relations Clerk

Position: Client Relations Clerk

Status: Part-Time

Reports To: Office Manager

SUMMARY

This part-time position is responsible for assisting the Office Manager in daily activities related to the Transportation Reimbursement Escort Program (TREP) programs including data entry, assisting clients over the phone, generating reports, and other duties as necessary.

Position Responsibilities:

1. Assists callers with information about transportation programs offered by the agency and partner agencies.
2. Audits, obtains proper program documentation, updates client information, and inputs client data into electronic database.
3. Generates reports from the data management system.
4. Provides technical assistance to clients with communication, patience and understanding.
5. Assists with the issuance of ADA cards, and participates in ADA coordination with dispatch and operation's supervisor.
6. Cooperates with other MBTA departments in completing tasks.
7. Performs additional duties as assigned.

COMPETENCIES – To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Uses intuition and experience to complement data.

Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Business Acumen – Understands business implications of decisions; Aligns work with strategic goals.

Cost Consciousness – Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; Keeps commitment; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's affirmative action and respects diversity.

Strategic Thinking – Develop strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Adapts strategy to changing conditions.

Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Make timely decisions.

Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality. Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity – Meets productivity standards; Completes work in a timely manner; Strives to increase productivity; Work quickly.

Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Productivity – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability – Follows instructions; responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications – To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagrams form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Spreadsheet software and Word Processing software.

Physical Demands – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly require to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand and reach with hands and arms. The employee is occasionally required to walk and stoop, kneel or crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment – The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

**An Equal Opportunity Employer
MBTA Employment Application**



PLEASE PRINT

Date _____

Name _____
Last First Middle

Home phone _____ Cell phone _____

Present Address _____
No. Street City State Zip

Permanent Address (if different from present address)

No. Street City State Zip

Employment Desired

Position Applying for: _____

Are you applying for:

Regular full-time work? Yes _____ No _____

Regular part-time work? Yes _____ No _____

Temporary work, e.g., summer or holiday work? _____

What days and hours are you available for work? _____

If applying for temporary work, during what period of time will you be available? _____

Are you available for work on weekends? _____

Will you be available to work overtime if necessary? _____

If hired, on what date can you start work? _____

PERSONAL INFORMATION

Have you ever applied to or worked for the MBTA before? _____

If yes, when? _____

Do you have any friends or relatives working for the MBTA? _____

If yes, state name and relationship _____

Why are you applying for work at the MBTA? _____

If hired, would you have a reliable means of transportation to and from work? Yes _____ No _____

Are you at least 18 years of age? Yes _____ No _____
(If under 18, hire is subject to verification that you are of minimum age.)

If hired, can you present evidence of your citizenship or proof of your legal right to live and work in this Country? Yes _____ No _____

Are you able to perform the essential functions of the job for which you are applying?

If no, describe the functions that cannot be performed. _____

Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants to perform essential functions.

Are you able to perform all other duties of the job for which you are applying? Yes _____ No _____

If no, describe the functions that cannot be performed. _____

Note: Hire may be subject to passing a medical examination and a skill and agility test.

Are you currently employed? Yes _____ No _____

If so, may we contact your current employer? Yes _____ No _____

EDUCATION, TRAINING AND EXPERIENCE

School	Name and address	No. of years completed	Did you graduate?	Degree or Diploma
High School				
College/University				
Vocational/Business				
Health Care				

Many of our customers (clients) do not speak English. Do you speak, write or understand any foreign language(s)? Yes _____ No _____

If yes, which language(s)? _____

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last ten years is sufficient). Account for all periods of unemployment. You must complete this section even if attaching a resume.

1) Name of Employer _____

Address _____
No. Street City State Zip

Type of Business _____

Telephone No. (____) _____ Your Supervisor's Name _____

Your Position and Duties _____

Date of Employment: From _____ To _____

Reason for Leaving: _____

2) Name of Employer _____

Address _____
No. Street City State Zip

Type of Business _____

Telephone No. (____) _____ Your Supervisor's Name _____

Your Position and Duties: _____

Date of Employment: From _____ To _____

Reason for Leaving: _____

3) Name of Employer _____

Address _____
No. Street City State Zip

Type of Business _____

Telephone No. (____) _____ Your Supervisor's Name _____

Your Position and Duties: _____

Date of Employment: From _____ To _____

Reason for Leaving: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as a result of service in the military? Yes_____ No_____

If so, describe _____

REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

1) Name_____

Address_____

No.

Street

City

State

Zip

Occupation_____

Telephone No. (_____) _____ Number of years acquainted_____

2) Name_____

Address_____

No.

Street

City

State

Zip

Occupation_____

Telephone No. (_____) _____ Number of years acquainted_____

3) Name_____

Address_____

No.

Street

City

State

Zip

Occupation_____

Telephone No. (_____) _____ Number of years acquainted_____

Please read carefully, initial each paragraph and sign below:

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am already employed, regardless of the time elapsed before discovery. _____

I hereby agree to submit to binding arbitration all disputes and claims arising out of the submission of this application. I further agree, in the event that I am hired by the company, that all disputes that cannot be resolved by informal internal resolution which may arise out of my employment, whether during or after that employment, will be submitted to binding arbitration. I agree that such arbitration shall be conducted under the rules of the American Arbitration Association. This application contains the entire agreement between the parties with regard to dispute resolution and there are no other agreements as to dispute resolution, either oral or written. _____

I understand that nothing contained in this application, or conveyed during any interview which may be granted, or during my employment, if hired, is intended to create an employment contract between the company and me. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative. _____

Date _____

Applicant's Signature _____
