KIPDA
POSITION DESCRIPTION

Class Title: Customer Service and Database Coordinator

Division: Transportation

Supervisor: Rideshare Program Manager

Supervises: None

Class Characteristics: Under general administrative direction from the Alternative Transportation Program Manager, the Customer Service and Database Coordinator performs all duties as related to vanpool billing and customer service, including the maintenance of related databases; performs related duties as required.

General Duties and Responsibilities

Essential:

1. Tracks and responds to inquiries submitted to the Rideshare Program via telephone and email regarding transportation options, vanpool billing, member account management or general inquiries.
2. Utilizes database software to enter and maintain program data and documents, including commuter profiles, vanpool, carpool, and Emergency Ride Home; uses the database and software to generate and maintain ride matching, vanpool, billing, employer, and commuter reports.
3. Facilitates Emergency Ride Home requests for reimbursement from registered commuters.
4. Enters and maintains vanpool group and member data in the database. Including commuter/vanpool member profiles, rosters, routes, passenger agreements, member cancellations, routes, and schedules.
5. Submits completed driver applications to the vanpool insurance company; records the approval data and notifies the driver of approval or denial.
6. Responsible for regularly updating current membership data, past membership, insurance-approved drivers, past approved drivers, and operating vanpools as well as purging commuter records based on established program criteria.
7. Collects information to conduct monthly administration and billing from vanpools. This information may include, but is not limited to:
    a. Monthly Mileage Log
    b. Fleet Card Purchase Report
    c. Vanpool Roster

    d. Vanpool-Related Expense Report
8. Inputs and audits collected data to determine billing statements for all vanpool members.
9. Reconciles the monthly fuel invoice from the Fleet Card provider.
10. Generates monthly invoices for all vanpool members, both active and inactive, which includes reviewing, emailing, and printing statements.
11. Maintains a record of subsidy use and availability for each vanpool.
12. Review drivers' expense reports, approves, and submits for reimbursement.
13. Maintains vanpool member's deposit records and issues refunds when applicable.
14. Regularly reviews vanpool members' accounts for overdue balances. Facilitates member termination process when needed.
15. Provides clarification to vanpool billing questions; adjusts accounts, as needed.
16. Maintains records of all data received in accordance with KIPDA policy regarding billing and the rideshare program. This may include, but is not limited to:
    a. Mileage logs
    b. Driver Expense Reports
    c. Monthly Vanpool Rosters
    d. Fleet Card Purchase Reports
    e. Correspondence
    f. Fleet Card Reports
    g. Account Statements and Payments
17. Collaborates with other Rideshare staff to determine payment of vanpool deposits, new member account information, vanpool formations, etc.
18. Assists in program outreach and marketing, as needed.
19. Performs other duties as required.

Non-Essential: None.

Training and Experience: Associates Degree in business related field preferred, supplemented by two years of bookkeeping/billing/database experience. Additional years of related experience may be substituted for education.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Able to establish and maintain effective professional relationships with program participants, partnering agencies, local governments, and peers
2. General working knowledge of computers and software applications, including Microsoft Excel, Word, Outlook, Adobe, and database applications.
3. Thorough knowledge of billing principles, general billing systems, and customer service.
4. Knowledge of data entry and data management.

Skills:

1. Analytical reasoning.
2. Excellent customer service skills.
3. Excellent organizational skills.
4. Effective communication skills, both oral and written.

Abilities:

1. Able to prioritize workload items and consistently meet deadlines.
2. Able to apply general accounting principles, general office procedures, practices systems, and equipment as needed.
3. Able to prepare reports in accordance with predetermined requirements.
4. Able to identify problems and propose solutions to those problems.
5. Able to work with little supervision and well under time constraints.

Additional Information:

Equipment Must be familiar with standard office equipment, such as a computer, copier, telephone, fax machine, etc.

Physical Requirements
Work is performed in a climate-controlled office at a desk in a cubicle setting. Duties may require occasional lifting of objects in excess of twenty-five pounds (file boxes); must operate vehicle as a requirement of the job.

Analytical Requirements
Duties may be complex in nature. Requires accuracy and attention to detail in all applications.

Processes
Work varies slightly from month to month and seldom requires new, different, or unusual approaches to complete work.

Contacts
This person will have occasional to frequent interaction with the public that requires tact, diplomacy, and professionalism. The person in this position must also possess the ability to interact professionally with Rideshare Program staff and other KIPDA staff at all levels.

Confidential Information
Regular use of confidential information

Mental Effort
Moderate

Interruptions
Frequent

Licensing Requirements
Must possess and maintain a valid driver's license.

Instructions
Somewhat general; must use own judgement most of the time.

Availability
Not applicable

Certification Requirements
None

Overtime Provision
Non-Exempt

Additional Requirements
None

Review of Work
Work is reviewed by supervisor, as needed

Equal Opportunity Employer