



Service Coordinator - Transportation

Job Title: Service Coordinator - Transportation
Classification: Full-Time
Reports To: Executive Director | Director of Divisions | Transportation Division Lead | Senior Manager-Transportation Division
Wage: **\$20 per hour**

Summary: The Transportation Service Coordinator is responsible for the day-to-day responsibilities and operational growth of the Transportation department. You will be working with case managers, service providers, clients, staff, and operational software daily. The operational growth will include reaching out to county case managers and other organizations to grow the number of clients served by ConnectAbility of MN.

The Community Outreach portion of this position will include the development and management of fundraising events, community engagement events, representing ConnectAbility of MN to other organizations with the involvement of the ConnectAbility of MN staff.

Responsibilities:

Transportation Service Coordinator

- Manages all transportation aspects of ConnectAbility of MN
- Create and maintain all new quotes and send them to case managers
- Manage case managers & client's issues/questions/calls/emails regarding transportation
- Maintain forms for compliance
- Data entry and management of transportation service providers' invoices monthly
- Create and update service provider account records in Salesforce
- Monitor service provider state and federal eligibility online and upload results into Salesforce
- Daily one-off uploads as received or requested for transportation
- Pull and monitor monthly reports of all open and on-hold Transportation in Salesforce
- Follow up with case managers for renewal when one month left on service agreement
- Monitor service agreement usage based on remit results for each transportation client
- Work closely with the billing department on denied claims
- Monitor each client for 1-month rule, notify case manager and client if need to hold transportation
- Month end closing of accounts with ending service agreements

Community Outreach

- Initiate, manage and participate in community and fundraising events

- Initiate and represent ConnectAbility of MN with other organizations and communities
- Assist clients in navigating social services and other forms of assistance

Other Requirements:

- Meet with team 2 times a week on meetings
- Participate in organizational activities
- Support the Mission and Vision Statements

Qualifications:

- Computer skills, including proficiency in Microsoft Office Suite, Salesforce (helpful but not required)
- Ability to successfully organize and prioritize tasks to meet goals, solve problems and generate creative solutions
- Ability to function independently within established guidelines
- Exceptional written and verbal communication skills

Benefits:

- 2 weeks PTO days (10 days)
- 8 hours of community volunteering or school functions
- Benefits package
- Wellness activities
- Flexible scheduling
- 11 Holi-dates paid time off
- Community networking involvement

Apply:

- Send resume to TeamSupport@ConnectAbilityMN.org
- Call 320-253-0765 to request an interview