

**Community Action Partnership of Cambria County
MATP Scheduler (Hourly, Non Exempt)**

Reports to: Community Services Director
Classification Group: B
Date: April 2, 2024

Department: Community Services
Approved by: Josh Yoder
Executive Director

JOB SUMMARY:

The Medical Assistance Transportation Program (MATP) provides non-emergency medical transportation service to medical assistance consumers residing in PA. The MATP Scheduler is responsible for accurately recording all client trips in the scheduling software. The Scheduler position is supervised by the MATP Manager/Biller.

ESSENTIAL RESPONSIBILITIES:

1. Maintain current knowledge of the MATP Standards and Guidelines.
2. Answer phones and schedule client MATP trips in transportation software.
3. Run MATP EVS software to verify client eligibility.
4. Refer eligible clients to intake specialists for enrollment.
5. Enforce MATP guidelines in a respectful and professional manner.
6. Make referrals to the County Assistance Office (CAO) for Exceptional Transportation.
7. Coordinates Urgent Care transportation for MATP clients.
8. Schedule/maintain transportation for dialysis clients.
9. Coordinate scheduling of urgent trips.
10. Maintain client paper files and various electronic databases.
11. Participate in required meetings, trainings, and outreach events.
12. Maintain client confidentiality.
13. All other duties as assigned.

ADDITIONAL RESPONSIBILITIES:

1. Maintain databases to ensure accuracy.
2. Assist with MATP enrollment when necessary.
3. Provide information and referral to other programs within Community Action Partnership.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. The ability to work independently, exercise judgement and take initiative.
2. Demonstrate respect and professionalism towards clients.
3. Work effectively and encourage motivation among staff.
4. Proficient in oral and written communication along with basic math skills.
5. Basic understanding of computers, including MS Word, Excel, Outlook, and other related programs.
6. Working knowledge of common office equipment (fax machines, copiers, and printers).

MINIMUM REQUIREMENTS OF EDUCATION, TRAINING, AND EXPERIENCE:

1. High School Diploma or GED equivalency. **(Required)**
2. Minimum two (2) years human service/customer service experience. **(Required)**
3. Reliable transportation. **(Required)**
4. Free of Child Abuse/Neglect history as verified by proper authorities prior to employment. **(Required)**
5. Must obtain Child Abuse, PA State Police, and FBI Fingerprinting Clearances prior to starting employment. **(Required)**

EMPLOYEE'S SIGNATURE: _____

DATE: _____