



**CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY**

**JOB POSTING #2024-01.**

**CLOSING DATE: OPEN UNTIL FILLED**

**Job Title:** Eligibility Specialist

**FLSA Status:** Non-Exempt

**Work Location:** 602 N. Staples

**Department:** Customer Programs

**Reports To:** Eligibility Program Administrator

**Grade:** 20 **Salary:** \$23.97-\$39.09  
(Min-Max)

**Work Schedule:** Monday – Friday, 8 am – 5 pm

**Position Summary:** Under the general direction of the Eligibility Program Administrator, is responsible for providing support in the assessment and evaluation of applicants for Paratransit Services and the application of ADA standards for determining the functional potential of eligible individuals. Assist the Eligibility Administrator in the preparation of ADA Paratransit Eligibility Appeal packets and assist with the compilation of statistical reports for performance measurement. Assists with the preparation of information to present to customers and the diverse public regarding CCRTA's ADA Paratransit Eligibility Program and orientations for B-Line service.

**Essential and Marginal Duties and Responsibilities:** Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation may include, but are not limited to, the following:

- Responsible for providing professional, courteous, and efficient customer service related to ADA, Paratransit Eligibility, and various Client programs and services through in-person, phone, and electronic media interactions.
- Assists with client interviews, explains application procedures, and assists individuals in completing application forms for Paratransit Services.
- Assists with eligibility assessments to determine ADA Paratransit eligibility of individuals with mobility, cognitive, and visual impairments.
- Assists with the coordination of activities necessary for the client re-certification process, working closely with team members.
- Supports in the outreach process, and in setting appointments with clients for the Paratransit Eligibility assessments; Engages in relevant outreach activities on behalf of the CCRTA.
- Assists with processing temporary requests for service for visitors with disabilities per ADA regulations.
- Research as it relates to ADA regulations, to inform the Eligibility Administrator regarding any changes or revisions of the regulations.
- Supports in the delivery of educational presentations to customers and community groups regarding the ADA eligibility criteria and application process.
- Assists with on-site field evaluations of CCRTA's fixed route system to determine accessibility features and assists with cataloging information in Trapeze.
- Develops and maintains calendar for Eligibility-related activity; coordinating with Transportation and all contractors to ensure space, equipment availability, and transportation opportunities are provided.
- Assists with follow-up assessments as requested by riders to determine if impairment conditions warrant reclassification of eligibility status. Contacts and communicates with interested external parties and support agency representatives regarding program-related issues.
- Assists with the coordination of Eligibility Reviews and Appeals as needed.
- Temporarily assumes some of the functions of the Eligibility Program Administrator as necessary.
- Complies with the provisions of the Americans with Disabilities Act (ADA) of 1990 as it pertains to public transportation.
- Provides administrative support and will Cross-train in other areas of the department to act as a backup when needed.
- Contributes to the overall success of the department by performing other essential duties and responsibilities as assigned.

*It is the CCRTA's business philosophy and practice to provide reasonable accommodation to the known physical or mental disabilities of qualified individuals, according to applicable state and federal law. To request reasonable accommodation regarding your application for employment or the performance of the essential functions of your job, please contact the Human Resources Department at (361) 289-2712.*

**Qualifications include:**

**Knowledge of:**

- American with Disabilities Act (ADA) of 1990, as it pertains to public transportation.
- Interpretation of medical terminology.
- Requires comprehensive knowledge of report writing, research, and statistical data compilation.

**Ability to:**

- Manage multiple complex projects within a fast-paced working environment.
- Think critically and establish and maintain effective working relationships with a variety of customers, outside contractors, and CCRTA staff.
- Communicate effectively verbally and in writing.
- Be aware of and sensitive to the needs and concerns of customers with disabilities.
- Exercise independent judgment and responsible decision-making.
- Comply with CC Regional Transportation Authority policies and procedures.
- Make effective presentations to individuals and groups and interact with the public positively and helpfully.
- Maintain a dependable attendance record, time management, organization, and prioritization.

**Skills:**

- Strong verbal and written communication skills.
- Ability to organize data, access application data, and apply program per program rules.
- Skill in researching and collecting information.
- Demonstrated strong analytical and problem-solving skills.
- Demonstrated excellent interpersonal relationship and teambuilding skills to work with a culturally and economically diverse community and to implement assigned programs and supervise assigned projects.
- Proficiency in Microsoft Office software and/or similar application(s);

**Experience and Training Requirements:**

This position requires any equivalent combination of the following training, education, and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- **Education:** High school diploma or GED required. Associate degree preferred.
- **Experience:** Three (3) years of responsible experience working within a medical field, or for a social service agency that interacts with people with disabilities in a medical or training capacity, classroom instruction, and/or working with patients/students and their families, advocates, and support agencies.; including one (1) year of data entry experience. Experience working with diverse cultures, socio-economic populations, and persons with disability is strongly preferred. Bilingual in Spanish is highly preferred.
- **License or certificate:** Possession of an appropriate, valid TX Driver's License on the date of application as required for position to operate CCRTA vehicles.
- **Other Requirements:** Must be at least 18 years of age. Any job offers and continued employment are contingent upon completing and passing a pre-employment job agility evaluation, physical, drug, and alcohol screen, and background investigation.

**Working Conditions and Physical Requirements:**

Works primarily in a typical, climate-controlled office environment. An average number of extended work hours are required. The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions. Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Essential and marginal functions require maintaining physical conditions necessary to carry/lift/push or pull loads up to 10 lbs.

*CCRTA is proud to be an Equal Employment Opportunity Employer, supporting diversity in the workplace. M/F/D/V*