



Job Description

Job Title: Client Advocate

Work Location: Terrell, TX

Division/Department: Mobility Management

Reports to: Mobility Management Coordinator

FLSA Status:

PRN

Part-time

Exempt

Nonexempt

Salary Grade: Hourly Bi/Weekly

Job Summary: The role of a Client Advocate is to improve the quality of rides for STAR Transit clients through communication and assistance. The Client Advocate will be available to help clients identified as needing door-to-door assistance to ensure they arrive safely to their destination. Client Advocates also serve as travel trainers. They teach the skills necessary to navigate public transit in a safe and independent manner. The instruction is personalized and taught with the customer's needs, abilities, and specific travel plans in mind.

Structure:

- Work on an as needed basis. Hours will vary.
- \$10.00 per hour

Essential Duties and Responsibilities Include:

- Accompany clients to medical appointments.
- Assist clients with a variety of mobility aides.
- Carry bags and other items as needed by clients.
- Be able to help locate doctor's offices.
- Fill out paperwork for client when necessary.
- Conduct various types of outreach such as attending health fairs.
- Familiar with all aspects of STAR Transit operations.
- Attend training/workshops/conferences as related to respective job duties.
- Maintain confidentiality of all phases within the system.
- Be familiar with smart phones including downloading and using mobile apps.
- Have a working email for receiving job assignments and other communications.

Competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.
- 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.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; 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; Supports everyone's efforts to succeed.
- Ethics - Treats people with respect; Keeps commitments; 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 goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- 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.
- 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/Punctuality - 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; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications:

- Oral and Written Communication
- Customer Service
- Attention to Detail
- Problem Solving/Decision-making

- Smart phone knowledge
- Working personal email

Education and/or Work Experience Requirements:

HS Diploma or equivalent.

Physical Requirements:

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 position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls.
- Must be able to move materials weighing up to 10 pounds on a regular basis and up to 50 pounds on an occasional basis.
- Must be able to talk, listen and speak clearly on telephone and during presentations.
- Assist clients to and from bus, buildings or home.
- Push manual wheel chairs when necessary.

Ability to:

- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports and correspondence.
- Speak effectively before groups of customers or employees of organization.
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Compute rate, ratio, and percent and to draw and interpret bar graphs.
- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Deal with problems involving several concrete variables in standardized situations.