

## TRANSPORTATION SPECIALIST

**Job Title:** Transportation Specialist

**Job Status:** Full-Time

**Department:** Transportation

**Direct Report:** Transportation Management

**Executive Report:** Director of Operations

### JOB SUMMARY

Performs a variety of specialized support duties to strengthen the needs of the Transportation Department. Includes the general scheduling of drivers for transporting clients with regional broker. Scheduling, managing, and executing of all non-emergency medical runs & regional broker routes. Performing light record keeping; Strong communication & customer service skills with internal personnel and external customers. Being flexible with answering after hours calls due to an emergency. Assisting as a back up to drive vans or other vehicles for client transportation as needed.

### DUTIES AND RESPONSIBILITIES

- Driving of vans or other vehicles for client transportation and non-emergency medical runs as needed in a backup capacity.
- Assist with broker non-emergency medical runs requiring correspondence with broker to determine duration of appointments and type of vehicle needed.
- Supporting the tasks related to non-emergency medical runs such as: checking cancellations to notify drivers, scheduling medical runs for future trips, billing for non-emergency medical runs and current broker billing as needed.
- Communicate effectively & professionally with drivers and staff, regional broker, riders and providers, other agencies personnel and grant sources.
- Abide by and support the contract with the transportation broker and ensure contract specifications are met.
- Enforce all regulations including Safety, vehicle operation, wheelchair procedures, appearance, ID tags, and responsibility for vehicle appearance inside and out, paperwork (i.e., vehicle log and timesheets).
- Ensure all proper billing procedures are followed to ensure that data is entered into the broker system for payment.
- Review and ensure that proper vehicle maintenance is performed on assigned vehicles in accordance with vehicle maintenance procedures.
- Work with transportation Management Team to become efficient with the WellSky medical trip program through NKADD. This would encompass being familiar with the WellSky website and learning to accept and reject trips.
- Be available by phone for emergencies. On occasion, after hours calls.
- Be responsible for all Transportation Department duties and responsibilities as directed in the absence of the Transportation Manager., Assistant Manager, or Administrative Assistant.
- Perform other related duties as assigned to ensure the transportation department is functioning successfully.

## KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of office practice procedures, and familiarity with office equipment to complete tasks in a timely manner.
- Requires a competence in computer-based software programs that support this level of work, including but not limited to: Microsoft word, Microsoft Excel spreadsheets, and data entry into custom application systems.
- Strong Interpersonal Skills & customer service experience.
- The ability to independently perform all the duties of the position efficiently and effectively. Must be able to perform tasks with speed and accuracy.
- Requires the ability to plan, organize and prioritize work to meet schedules and timelines. Capable of communicating with drivers, staff, providers, customers, and regional broker and the public using patience and courtesy, in a manner that reflects positively on the department and the agency.
- Must possess the ability to communicate fluently both verbally and in writing in English. Able to respond to common inquiries or complaints from the public in a professional and courteous manner.
- Possess the skills necessary to draft simple correspondence and routine reports. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and policy & procedure manuals.
- Physical stamina and good upper body strength to transport, move, or assist clients with disabilities. As a driver, must be able to bend, crouch, squat, and able to push wheelchairs without restriction.

## EDUCATION AND EXPERIENCE

- 2 years' experience in role within transportation or other similar industry.
- At least 1 year experience in a support role in data entry and customer service
- At least one year of driving experience to perform driving requirements safely.
- High School Diploma
- Able to pass drug screening and complete background check.
- High school diploma

## BENEFITS

- Health Insurance
- Dental & Vision (Employee Paid)
- 401K (3% Employer Match)
- Basic Term Life (Employer Paid)
- Short and Long-Term Disability (Employer Paid)
- FMLA
- Paid Time Off

***BAWAC is an Equal Opportunity Employer***

