

Age Well Senior Services, Inc.
Position Description

Job Title: Logistics/Transportation Representative
Non-Emergency Medical Transportation (SNEMT)
Department: Transportation
Reports to: CEO
FLSA: Exempt

POSITION SUMMARY

Manages Senior Non-Emergency Medical Transportation program (SNEMT). Coordinates inhouse reservations & scheduling of inbound calls for senior transportation program. Schedules drivers shifts to cover at maximum efficiency. Work closely with teams to ensure service is of highest quality and weekly/monthly goals are met with the accuracy and efficiency. Maintains records and analytical data. Logistics, data entry and call center experience required.

ESSENTIAL DUTIES & RESPONSIBILITIES. Other duties may be assigned.

Representative duties include:

1. Take inbound calls, make reservation. Schedule routes.
2. Ensure call /ride volume goals are met.
3. Assigns vehicles and drivers to meet the needs of each route/Coordinates dispatching and scheduling to address peak/slow/low needs.
4. Maintains communications and updates as needed with drivers and team.
5. Manages and coordinates fleet maintenance and repairs.
6. Collects, maintains, and reports fleet's maintenance and usage records for CALTRANS.
7. Oversees the compliance of DOT, CHP and DMV regulations.
8. Manages scheduling programs and database.
9. Manages and maintains current contractual compliance and information.
10. Gathers, inputs, and analyzes data for performance reports.
11. Creates and sends monthly, quarterly, and yearly reports and invoices for services provided to Orange County Office on Aging (TSR Programs), Cities, Senior Centers, OCTA, and Mission Hospital.
12. Collects and reconciles funds for the SNEMT.
13. Maintains radio and communication equipment.
14. Assists in the communication between operations department and transportation staff.
15. Attends seminars and/or meetings pertaining to transportation issues at the Local, State and Federal level.
16. Coordinates driver training meetings and maintains documentation for local, state, and federal compliance.

SUPERVISORY RESPONSIBILITIES

Responsible for Transportation program staff and contractors to assure safety and continuity in the Transportation program. When Transportation Manager is not available this position assumes responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and to be able to communicate effectively, pleasantly get along with coworkers and management and deal effectively and professionally under pressure. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to multi-task, high level of organizational skills, be flexible, able to follow-through and have excellent verbal and written communication skills. Must uphold all standards of professionalism set by AWSS.

EDUCATION & EXPERIENCE

Graduate of an accredited College/University preferred.

Proficient in Route Match Scheduling, scheduling software required.

Centrix Call System, Salesforce or similar call center experience required.

Proficient in MS Word, Excel required.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, procedure manuals and reports; ability to communicate effectively and courteously.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

CERTIFICATES, LICENSES, REGISTRATIONS

Class B Driver license with passenger endorsement preferred

DMV/CHP approved commercial driver/passenger driver trainer certificate preferred.

Substance abuse prevention and drug and alcohol testing program certification preferred.

REASONING ABILITY

Levels of mental activity include the following:

Ability to multi-task

Demonstrates positive attitude with the ability to exercise independent judgment.

High level of customer service, particularly in dealing with frail elderly and disabled clients and their families.

PHYSICAL DEMANDS

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 job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must occasionally lift and move up to fifty pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception and the ability to adjust focus.

Please note that this job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

The employer has the right to revise this job description at any time. This job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason, with or without notice, with or without cause.

This position requires the full understanding and active participation in fulfilling the mission of Age Well Senior Services. It is expected that the employee demonstrate behavior consistent with the core values. The employee shall support Age Well Senior Services strategic plan.

Works effectively with co-workers, customers and others by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical business solutions; addressing others by name, actions, words and deeds.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

Department	Position
-------------------	-----------------

This job description is intended to describe the nature and level of work being performed by people assigned to this position. It is not to be construed as an exhaustive list of all responsibilities and duties required of the job incumbents.

Upon review of the job description and requirements:

- I am able to perform the essential functions of the job.
- I am not able to perform the essential functions of the job without accommodations.

Please list the accommodations needed to perform the job functions.

- I am not able to perform the essential functions of the job even with accommodations
-

I have received a complete copy of the job description and understand the requirements of the job. This job description has been reviewed with my Supervisor.

Employee Name (Please Print): _____

Employee's Signature: _____

Date Received: _____

Supervisor Name (Please Print): _____

Supervisor's Signature: _____

Date Reviewed: _____