



**Centennial Mental Health Center, Inc.
Job Description**

Job Title: Transportation Coordinator
Reports to: Chief Operating Officer (COO)

Job Class: Non-Exempt
Grade: 35

POSITION SUMMARY

Experienced Transportation Coordinator to be responsible for overseeing Centennial Mental Health Center's (CMHC) client transportation programs which include **"Behavioral Health Secure Transportation" (BHST) and "Non Emergent Medical Transportation" (NEMT) programs.**

The Transportation Coordinator will be co-managing employees serving as needed in a dispatch call center while they serve clients in person needs. Position will share oversight of a fleet of secure and non-secure client transport vans and sedans. The position also has oversight and supervision of transport drivers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Directing activities related to dispatching, routing, and tracking of secure and non-secure transport vans and passenger vehicles.
- Planning, organizing, and managing both dispatch call center staff and transport drivers to ensure work is completed and consistent with the CMHC's standards.
- Collaborating with the Chief Operations Officer (COO), Executive Team Members and supervisees to help formulate and implement transportation-related procedures as well as CMHC's revenue goals and customer service objectives.
- Assisting as needed in arranging repairs and routine maintenance of transportation vehicles.
- Complying with transportation-related policies, as well as safety rules, and government regulations.
- Promoting safe work activities by conducting safety audits, and attending company safety meetings.

People Management

- Develop a talented and motivated workforce by ensuring engagement and satisfaction; while ensuring optimal efficiency and accountability.
- Work collaboratively with Human Resources to develop and deploy employee engagement initiatives.
- Supervise, coach, mentor and lead transportation team members that foster partnerships, innovation, and engagement.

OTHER:

- Work in a consistently professional manner at all times, which includes, but is not limited to, treating all clients, staff, guests, and volunteers with dignity and respect.
- Implement emergency procedures as necessary.
- Performs other job duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Supervises and directs Dispatch and Transportation Driver staff, including assigning and reviewing work, evaluating, writing and signing work performance evaluations.

EDUCATION

- Prefer Bachelor Degree in Business Administration

CERTIFICATES, LICENSES, REGISTRATIONS

- Must hold a current valid Colorado driver's license and also have an excellent driving record. Must be willing to complete and pass CPR Training.

EXPERIENCE

- Minimum of 1 year supervisory experience

ABILITIES, KNOWLEDGE, SKILLS

- Ability to work professionally with sensitive, proprietary data & information while maintaining confidentiality.
- Self-started, and ability to work independently with a certain degree of resourcefulness and creativity and minimum supervision.
- Ability to work under stressful conditions and flexible hours, which may be required. At times may work remote but must have secure office space available.
- Ability to travel within the Center's service area
- Excellent interpersonal skills including the ability to interact effectively and professionally with individuals at all levels; both internal and external.
- Ability to work as a team member.
- Demonstrates Proficiency in Verbal, Written and Computer Communication Skills, Prefer Bi-lingual communication skills.
- Knowledge of State & Federal Statutes Regarding Patient Transportation laws
- Ability to write reports, business correspondence, and procedure manuals

Physical Requirements of the Position

Aside from the requirements and qualifications mentioned above, the Transport Coordinator is also expected to fill-in as a transport driver when needed. There are certain physical requirements expected of transportation drivers, and they include;

- Ability to lift, push, pull and position clients. Should be able to lift up to 100 lbs without assistance.
- Exposure to a wide range of weather conditions
- Ability to carry out considerable reaching stooping, and bending.
- Hearing and vision abilities should be within the normal range to drive safely and to observe and communicate with clients.

I have read this copy of my job description, discussed it with my supervisor, and understand my responsibilities.

Employee Signature

Date

Administrative Supervisor

Date