



HOPI VETERAN'S SERVICES

CLIENT TRANSPORTER

INTRODUCTION: This position is responsible for providing transportation services to clients of the Hopi Veteran's Services.

DUTIES: (The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive)

1. Operates a sedan or passenger van to transport clients safely, courteously and comfortably to and from medical appointments or veteran related activities; provides assistance to clients when entering and exiting vehicle; complies with all applicable state, federal, office and tribal traffic laws, regulations, policies and procedures; operates ramps, lifts and other assistive devices.
2. Makes arrangements for scheduled pick-ups; confirms appointment time and location of appointment or activity(ies); determines most efficient travel route to destination; may be requested to act as a translator and or interpreter for the client(s) with medical personnel; maintains strict confidentiality of client's recorded and office information and files.
3. Conducts pre- and post-trip inspections; performs routine daily preventative maintenance for safe operation; conducts minor repairs and reports major repairs to supervisor; transports vehicle for scheduled servicing or major repairs; inspects vehicle for damages and cleans vehicle's interior and exterior; checks tire pressure, gas, oil and water; tests vehicle equipment, i.e., lights, brakes, horns, windshield wipers, etc.
4. Prepares and maintains trip, accident and incident reports and ensure accuracy; establish and maintains an automated database for transport, vehicle, mileage and gas purchase logs; keeps supervisor informed of any concerns or problems with client transports; maintains a supply of transport request forms; maintains contact with the office regarding schedule changes, cancellations or emergency situations through proper communication devices.
5. Monitors and replenishes vehicle maintenance and cleaning supplies; takes inventory of ordered material, supplies & vehicle related-equipment; adheres to established office and tribal procurement policies & procedures and follows-up on vendor payments.
6. Attends office, village and community meetings to report on area of responsibility; may attend trainings and conferences to keep updated on Veteran services and to enhance job knowledge and participates in office sponsored activities & functions.
7. Performs other related duties as assigned or authorized to achieve the scope of the work and Hopi Veteran's Service goals and objectives.

COMPLEXITY: The work consists of duties which are routine in nature and involve various related steps, processes and methods. Decisions regarding what needs to be done involve choices requiring the incumbent to recognize the existence of and differences among alternative.

SUPERVISION RECEIVED: The incumbent is under general supervision and line authority of the Director of Veteran Services. The supervisor explains work methods and provides instruction to cover characteristically routine and recurring assignments. The incumbent uses initiative in carrying out assignments independently consulting with the supervisor on all matters not specifically covered by instruction or established procedures. The supervisor assures finished work and methods used are technically correct and in compliance with instruction or established procedures.

PERSONNEL CONTACTS: Contacts are with employees within/outside the immediate work area, supervisor, clients ranging from able-bodied, disabled and elderly clients, outside agency representatives, VA Medical

Centers and Regional Offices and the general public. Contact with clients may include those with behavioral and/or substance abuse issues which requires sensitive customer service, care and sensitivity. The purpose of these contents is to exchange factual information, provide improved transportation services, assistance, coordinate work efforts and establish a network of resources.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS: Work involves physical exertion and discomforts such as long periods of driving, sitting, standing, recurring bending, stooping, reaching or similar activities. The incumbent will be required to lift moderately heavy objects in excess of 25 lbs. and exposure to driving in varying weather and road conditions. The incumbent is required to maintain a flexible work schedule to accommodate the needs of the program, clients and possible overnight stays. Extensive travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

A. Education : High School diploma or G.E.D. certificate;

AND

B. Experience : One (1) year work experience providing non-medical transportation services;

OR

C. Any equivalent combination of directly related Education, Training or Experience which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

Knowledge of highway and motor vehicle laws and safety practices applicable to passengers
Knowledge of preventive maintenance methods and practices
Knowledge of modern office machines/equipment and software applications
Knowledge of and awareness of the signs and symptoms of various health and or mental health conditions and preventive measures

B. Skills:

Skill in verbal and written communications and following instructions
Skill in safely operating a 9 - 12 passenger van
Skill in operating modern office machines/equipment and software applications
Skill in proper handling of elderly and disabled individuals
Skill in operating assistive devices, i.e., wheel-chair lift, ramps, etc.

C. Abilities:

Ability to work independently and make quick rational decisions
Ability to prepare variety of records, reports and correspondence using appropriate forms
Ability to diagnose minor automotive problems and take corrective action
Ability to be punctual, ensure time management and navigate by road maps
Ability to maintain client confidence and protect operations by keeping information confidential
Ability to establish and maintain positive professional working relationships with clients and others

NECESSARY REQUIREMENTS:

1. Must complete and pass the pre-employment screening (includes a fingerprint and background investigation) in accordance with Hopi Tribal Policy.
2. Must possess an Arizona driver's license and satisfactorily complete the Hopi Tribe's Defensive Driving Course.
3. Must have a clean driving record for the past five (5) years and furnish a motor vehicle driving report.
4. Submit to required mandatory and random drug and alcohol testing.
5. Possess or obtain within 90 days of employment, and maintain a First Aid, CPR and Blood Borne Pathogen certifications.

PREFERRED QUALIFICATIONS:

1. Speak and understand the Hopi language to effectively translate and interpret Hopi to English and vice-versa.
2. Previous work with Veteran's service organizations or knowledge of U.S. Veterans Affairs benefits programs.

CONDITION TO EMPLOYMENT:

All offers of employment will be contingent upon successful completion of all reference checks, education verification (including credentials, licenses and degrees), and background investigation and other pre-employment screening requirements.

REVIEWED BY:  HVS, Director April 7, 2011
Hiring Authority Date

APPROVED BY:  4/11/11
Human Resources Director Date

NON-EXEMPT
Range 15
03/2011