



## **CLIENT TRANSPORTER**

Non-Emergency Medical Transportation  
Department of Health & Human Services

Reports To: Transportation Supervisor  
Salary Range: 25  
FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED  
PD Revised: 02/21/2020

### **INTRODUCTION**

The work includes varied duties involving related steps, processes or methods to provide safe, courteous and efficient non-emergency transport services of clients to medical appointments. This class consists of transport duties, as example, conducting transportation, performing minor maintenance of vehicles, collecting transport data, providing customer service, and conducting outreach events. Additionally, work consists of ensuring safety and comfort of passengers and understanding state and tribal highway laws.

### **KEY DUTIES AND RESPONSIBILITIES**

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

1. Operates vehicle to transport clients to and from the hospital/clinic for health services; assures the safety of clients and assists elderly and disabled clients with loading and unloading; establishes and maintains effective working relationship with clientele; and acts as an interpreter (if needed) for clients with limited English speaking ability to communicate with medical personnel.
2. Complies and abides by all federal, state and tribal highway and motor vehicle traffic laws, policies and procedures. Ensures passengers wear seatbelts at all times.
3. Adheres to Arizona Health Care Cost Containment System (AHCCCS) transportation regulations and the Hopi Medical Transportation Program Driver's Handbook.
4. Completes AHCCCS transport forms, ensures forms are accurately filled out and submits to the Billing Coordinator.
5. Maintains vehicle service logs; obtains quotes from vendors; and schedules vehicle for major servicing repairs when discovered; monitors and replenishes vehicle equipment and supplies.
6. Conducts daily vehicle inspections for preventative maintenance and safe operations; cleans exterior and interior of vehicle, checks tire pressure, fuel, oil and radiator for proper levels; periodically checks vehicle equipment, i.e. lights, brakes, horns, windshield wipers, seat belts and inventories emergency equipment.
7. Collects and logs accurate vehicle mileage, clients transported, fuel costs, maintenance costs and relevant data; prepares monthly, quarterly and yearly reports; maintains transportation and vehicle maintenance data for audit reviews.
8. Maintains communication with staff during transport activity regarding changes in appointment/clinic schedules, cancellations or emergency situations by use of proper communication devices.
9. Schedules transports and confirms appointment times for clients; preplans transport route, establishes pick-up time for client and estimates duration of transport; uses computer software mapping to locate clients residence and place of facility for transport.
10. Treats clients with respect and dignity; maintains strict confidentiality of client's sensitive information; reports any problems or concerns regarding client transport; and ensures necessary breaks for passengers on long extended transports, i.e. restroom breaks, meals, etc.
11. Participates in department sponsored activities, assists with minor administrative duties, such as, phone coverage, operating office equipment, picking up supplies and cleaning storage units, etc.
12. Maintains professional and technical knowledge by attending educational workshops, conferences or trainings.
13. Contributes to team effort by accomplishing scope of work to meet or exceed goals and objectives of program; assists with program special projects and perform other related duties/tasks as assigned to satisfactorily meet the intent and requirements of the program.
14. Performs other related assignments to include operation of Hopi Senom Transit vehicles on their fixed route system.
15. Performs other related duties as assigned or authorized to achieve Tribal/Program goals and objectives.

### **PERSONAL CONTACTS**

Contacts are with employees within/outside the immediate work area, manager, clientele, hospital patients and other service organization/agency personnel and the general public. The purpose of these contacts is to provide services, assistance and exchange factual information.

### **PHYSICAL EFFORT & ENVIRONMENTAL FACTORS**

The work involves some physical exertion such as long periods of sitting, standing, recurring bending, crouching, stooping, stretching, reaching or similar activity and lifting moderately heavy objects in excess of 25 lbs. The work may extend the normal eight (8) hour daily work schedule. Travel on and off the reservation is required.

### **MINIMUM QUALIFICATIONS**

Education: High school diploma or GED certificate;

AND

Experience: Two (2) year's work experience providing non-medical transportation services;

OR

Equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of highway and motor vehicle traffic laws and safety practices applicable to transporting passengers
- Knowledge of preventative maintenance methods and practices
- Knowledge of good customer service principles, practices and quality standards
- Knowledge of modern office equipment/machines and applicable software programs
  
- Skill in safely operating a 9-12 passenger van, standard sedan, standard van, standard truck and SUV type vehicles
- Skill in operating passenger assisted loading devices, i.e. wheelchair lift, ramps, etc.
- Skill in safe and proper handling of infant/child(ren), elderly and disabled passengers
- Skill in reading road maps to plan route of transport
- Skill in operating a computer, applicable software and various office machine/equipment
- Skill in verbal and written communication
- Skill in human and public customer service relations
  
- Ability to provide written and verbal reports
- Ability to maintain and safeguard client confidentiality and sensitive information
- Ability in time management to ensure on-time arrival of client at appointment time
- Ability to establish and maintain effective professional working relationships with others
- Ability to effectively handle stress and meet the demands of the position;
- Ability to work independently with minimal supervision and takes initiative
- Ability to understand and comply with written and verbal instructions
- Ability to diagnose minor mechanical problems and make repairs
- Ability to speak and understand the Hopi language
- Ability to work long hours beyond the normal eight (8) hour daily work schedule

### **NECESSARY SPECIAL REQUIREMENTS**

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona Driver's License. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
3. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
4. Motor Vehicle Report must indicate no suspension or DUI within the past 5 years of application.
5. Must maintain a satisfactory motor vehicle report.
6. Must be able to pass mandatory and random drug & alcohol screening.
7. Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.
8. Must not have any felony convictions.
9. Must complete annual immunization and physical wellness exams.
10. Must possess and maintain or obtain within six (6) months of employment the following: CPR/First Aid Certification, Passenger Assistance Safety and Sensitivity (PASS) Training, Car Seat Training, Arizona Health Care Cost Containment System (AHCCCS) Non-Emergent Medical Transportation Driver Training, Health Insurance Portability and Accountability (HIPAA) Training, Food Handlers Training.

### **DESIRED QUALIFICATIONS**

- Depending upon the needs of the Hopi Tribe, some incumbents may be required to demonstrate fluency in Hopi, and English languages as a condition of employment.