



## **TRANSPORTATION DRIVER** Hopi Medical Transportation Program

### **OVERVIEW**

This 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 at both on and off reservation medical facilities. This position performs transportation duties, minor maintenance of vehicles, collects transport data, provides excellent customer service, and participates in outreach events. Additionally, work consists of ensuring safety and comfort of passengers and understanding state and tribal highway laws.

Contacts are with employees within/outside the immediate work area, clientele, hospital patients and other service organization/agency personnel and the public. The purpose of these contacts is to provide services, assistance and exchange information. The work involves some physical exertion such as long periods of sitting, standing, recurring bending, crouching, stretching, reaching or similar activity and lifting moderately heavy objects in excess of 25 lbs. Travel is required.

### **PRIMARY JOB FUNCTIONS** (The following duties are not 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. Ensure passengers wear seatbelts at all times.
- 2) Establishes and maintains effective working relationships skills with clientele; and acts as an interpreter (if needed) for clients with limited English-speaking ability to communicate with medical personnel.
- 3) Must be able to work a flexible shift beginning as early as 4am and as late as 10pm on a daily basis. Hours will vary from a regular 8-hour workday to 12 hours or more depending on transport schedule. Transports may include destinations to Flagstaff, Winslow, Tuba City, Phoenix, Tucson and bordering states, New Mexico, Utah and Nevada.
- 4) Comply and abide by all federal, state and tribal highway and motor vehicle traffic laws, policies and procedures.
- 5) Adhere to Arizona Health Care Cost Containment System (AHCCCS) transportation regulations and the Hopi Medical Transportation Program Driver's Handbook.
- 6) Completes AHCCCS transport forms, ensures forms are accurately filled out and submits to the Billing Coordinator.
- 7) Maintains vehicles service logs; obtains quotes from vendors; and schedules vehicles for major servicing repairs when discovered; monitors and replenishes vehicle equipment and supplies.
- 8) 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.
- 9) Collects and logs accurate vehicle mileage, clients transported, fuel costs, maintenance costs and relevant data; uses Microsoft Office Excel to create spreadsheets to prepare monthly, quarterly and yearly reports; maintains transportation and vehicle maintenance data for audit reviews.
- 10) Maintains communications with staff during transport activity regarding changes in appointment/clinic schedules, cancellations or emergency situations by use of proper communication devices.
- 11) Schedules transport and confirm appointment times of clients; preplans transport route, establishes pick-up time for client and estimates duration of transport; uses computer software mapping to locate client's residence and place of facility for transport.

- 12) 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 transport, i.e. restroom breaks, meals, etc.
- 13) Participate in department sponsored activities, assist with minor administrative duties, such as phone coverage, operating office equipment, picking up supplies and cleaning storage units, etc.
- 14) Maintains professional and technical knowledge by attending educational workshops, conferences or training.
- 15) 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.
- 16) Performs other related assignments to include operation of Hopi Senom Transit vehicles on their fixed route system.
- 17) During local, county, state and worldwide pandemics and epidemics, client transporters will be activated by Hopi Tribe's HERT as frontline workers.
- 18) Support the Department of Health & Human Services mission and vision by working collaboratively, coordinating efforts, and communicating effectively.
- 19) Performs other duties, in line with current job responsibilities and range of pay/salary, as assigned or authorized to achieve Tribal goals and objectives.

### **MINIMUM QUALIFICATIONS**

Education: High school diploma or GED Certificate; AND

Experience: Two (2) years work experience providing non-emergency 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 preventive maintenance methods and practices.
- Knowledge of good customer service principles, practices and quality standards.
- Knowledge of modern office equipment/machines and applicable software programs.
- Skills in safety operating a 9-12 passenger van, standard sedan, standard truck and SUV type vehicles.
- Skills in operating passenger assisted loading devices, i.e. wheelchair lift, ramps, etc.
- Skills in safe and proper handling of infant/child(ren), elderly and disabled passengers.
- Skills in reading road maps to plan route of transport.
- Skills in operating a computer, applicable software and various office machines/equipment.
- Skills in verbal and written communication.
- Skills 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 reports.
- Ability to speak and understand the Hopi language.
- Ability to work long hours beyond normal duty day hours.

**NECESSARY REQUIREMENTS**

- 1) Required to maintain a valid Arizona Driver’s License and complete the Hopi Tribe’s Defensive Driving training.
- 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, which qualifies the incumbent for coverage under the tribal insurance policy (tribal insurance qualifications are independent of MVD issuance of a driver’s license). Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
- 3) Must complete and pass pre-employment screening.
- 4) Must pass mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) Must not have misdemeanor criminal convictions at the local, state, or federal level within the past five (5) years of application.
- 7) Must complete annual immunization and physical wellness exams.
- 8) Must possess or obtain within six (6) months of employment the following and maintain throughout employment: 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.

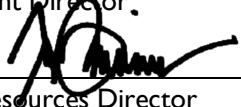
**DESIRED QUALIFICATION**

Program needs may require the candidate to demonstrate fluency in Hopi and English languages as a condition of employment.

**TRANSPORTATION DRIVER**

Hopi Medical Transportation Program  
Department of Health & Human Services  
Supervisor: CHS Manager  
Salary Range: 33  
Classification: NON-EXEMPT  
Revised 03/12/2026

REVIEWED BY:  DATE: 3/16/2026  
Department Director

APPROVED BY:  DATE: 3/16/2026  
Human Resources Director