



JOB DESCRIPTION

Transportation Driver

If you enjoy serving others, are compassionate, and value the company of elder individuals, you already have the basic skills needed to help us fulfill our mission! Our mission is to keep seniors safe, healthy and in their home as long as possible. Through utilization of our Transportation, In Home and Life Enrichment support services, we focus on caring for mind, body and spirit. Our services are designed to enhance dignity and independent lifestyles for those transitioning through the aging process.

As the oldest non-profit organization in the county dedicated to exclusively serving the needs of the senior community, we are sensitive to this increasing segment of the population in Elkhart County. We want to be a key participant in the reason people say this county is a great place to be during the advanced years of our lives.

POSITION PURPOSE / SUMMARY

The primary responsibility of this position is to assist the Transportation Manager in delivering quality transportation services to all clientele.

PREREQUISITES

- Proficiency in Excel
- Professional telephone communication skills
- Customer service experience preferred
- Pre-employment drug screening and criminal background check
- High school diploma or equivalent

DUTIES AND RESPONSIBILITIES

- Record and monitor incoming telephone and fax requests for transportation
- Monitor and promptly respond to all client voice messages and/or requests for transportation
- Electronically log requests for transportation
- Assemble scheduling information electronically as needed
- Coordinate with applicable staff to determine payer source for clients
- Inquire payer status for Medicaid clients on Interchange
- Assembling and filing required documentation
- Inquire with client to obtain additional information needed to complete Intake Forms
- Perform in a professional manner and in accordance with corporate policy when interacting with clients and co-workers
- Understand and conduct self in accordance with corporate employee handbook
- Develop collaborative environment with team co-workers
- Maintain confidentiality of corporate and client information
- Take utmost care in relation to health and safety
- Additional tasks as assigned by supervisor