



# Job Description

**Job Title:** Lead Driver / Transportation Coordinator

**Reports to:** Transportation Service Manager

**Department:** Transportation (CED)

**FLSA Status:** NE-4

**Supervisory:** None

---

## **Basic Function**

Assist with field supervision and training of accessible transportation drivers, as well as provide required trainings and coordinate preventive maintenance functions on GSIL vehicles with consultation of the Transportation Services Manager. Provide office support in addition to serving as a Driver.

## **\*Responsibilities**

- Meet all requirements of; and act as an Accessible Transportation Van Driver as needed.
- Maintain proper licensing, training certifications, and medical qualifications as required including defensive driving, passenger assistance and emergency evacuation.
- Pickup, secure, and transport consumers to and from appointments and activities. Assist consumers with ground transport door-to-door, including assisting with outer garments as needed.
- Complete and submit trip logs, vehicle inspections reports, expense sheets and other documents in a timely fashion.
- Work with Transportation Services Manager to oversee pre-trip inspections, operations and work habits of accessible transportation drivers to ensure reliability of the fleet and driver performance.
- Work with Transportation Services Manager to ensure driver adherence to safety and performance when operating an agency vehicle.
- Work with Transportation Services Manager to ensure the training of drivers in vehicle operations and wheelchair securement procedures. Ensure drivers perform within agency guidelines and operating procedures. Train drivers on pre-trip vehicle inspections and required trip reporting.
- Assist Transportation Services Manager in driver recruitment, driving assessments, new driver orientation, annual and periodic driver performance reviews.
- Provide guidance to GSIL drivers during field operations and major transportation activities.
- Provide Transportation Services Manager with information regarding road conditions and potential problems with operations activities to determine plan for alternative transportation services delivery.
- In cooperation with the Transportation Services Manager, handle communications regarding all types of GSIL transportation requests.
- As requested by the Transportation Services Manager, schedule vehicles for preventive maintenance and repairs including recordkeeping of all repairs and routine maintenance. Responsible for fleet condition and appearance.
- Coordinate the Transportation Reimbursement Program (TRP), including consumer contacts, preparing and tracking paperwork, and submitting final requests for accounts payable. As needed, provide Service Coordination to transportation-only consumers to ensure paperwork and eligibility is completed and understood.
- Prepare billing sheets to ensure the accurate and timely invoicing of funding sources including fee for service and Medicaid.
- Assist with the preparation and timely submission of internal and external programmatic reporting.
- Act as backup to Transportation Services Manager for dispatching drivers and vehicles.
- Act as backup to Transportation Services Manager for Medicaid Non-Emergency Transportation Program, including vendor relations and appropriate bidding on transportation requests.



# Job Description

- Assist Transportation Services Manager as requested to ensure consistent program operations; assist in maintenance and growth of the Transportation Program.
- Will conduct intakes, APORs and other contact as needed to create and maintain an Individual Living plan.
- Will submit accurate required consumer notes within 24 hours of services completed and complete required reports within assigned time frames.
- Meet all requirements, including holding a valid US DOT Medical Certificate, pass annual driving record checks and drug and alcohol screening, and be able to drive any vehicle in the GSIL fleet for maintenance, emergencies and/or as requested by supervisor.

## **Other Responsibilities**

- Participate in general GSIL events and activities.
- Must maintain all the training information and materials to qualify as a trainer.
- Maintain professional knowledge/skills by reviewing professional literature and attending trainings/workshops.
- Support and uphold GSIL policies and procedures, workplace regulations and safety practices.
- Share newsworthy information appropriately throughout the organization.
- Conduct other duties as assigned that will increase options for persons with disabilities to live independently in their communities.

## **Skills**

- Excellent communication skills
- Effective customer service skills
- Strong organizational skills

## **Education/Training/Experience**

High school diploma or GED and minimum of two years' experience as a driver in passenger transportation. Must have and maintain a valid NH drivers' license, clean driving record, and clean criminal background check. Must pass annual driving record checks and drug and alcohol screening. Physical strength and agility to perform the requirements of the job including vehicle operations, pushing wheelchairs, assisting individuals with entering and exiting vehicles and securing wheelchairs, scooters and passengers. Knowledge of federal and state laws. Working knowledge of New Hampshire highway system.

## **\*Physical /Mental Demands**

Physical strength and agility to perform the requirements of the job including vehicle operations, pushing wheelchairs, assisting individuals with entering and exiting vehicles and securing wheelchairs, scooters and passengers. This position requires the ability to express or exchange ideas and to comprehend and present detailed and critical information including but not limited to financial information. Exceptional judgment and creativity are regularly required to evaluate results and make decisions.

Reasonable accommodations will be made available to assist persons with disabilities to perform the essential functions.

\*Essential Job Functions