

Director of Transportation

Job Title:	Director of Transportation
FLSA Classification:	Exempt
Department:	Transportation
Supervisor:	Executive Director

Job Summary

Under the supervision of the Executive Director the Director of Transportation is responsible for the day to day operations of the transportation and delivery processes. The Director of Transportation consistently demonstrates integrity, team building, collaboration and excellence creating a high performance culture by embracing the company's core values and patient care.

Essential Job Functions

Duties include, but are not limited to:

- Responsible for the drivers and the scheduling of transports and delivery processes that enable the driver and scheduling teams to operate efficiently and effectively serving the needs of the participant.
- Maximizes driver schedules to meet daily demands by working with the scheduling team to maintain operational effectiveness.
- Trains and develops drivers in core principles utilizing Defensive Driving techniques and requirements
- Identifies and executes key strategy initiatives that will ensure customer support is effective, efficient and on time. Delivers exceptional customer service to both the participants and internal customers.
- Establishes processes and programs to improve driver performance, scheduling and interpreter programs.
- Leads open, effective and ongoing communication and sharing of information between all drivers, scheduling and operations.
- Ability to clearly define goals and objectives and ensures there is follow through and aids in helping departments to achieve goals.
- Understands and applies the practices of effective leadership and focuses on the productivity and safety of the participants and the teams.

- Establishes a safety program for drivers to improve performance through training and development of drivers.
- Reviews routes and determines changes needed to facilitate effective transport of participants and required deliveries.
- Collaborates with multiple departments to facilitate travel and delivery needs
- Excellent communication skills and team management skills
- Attend and participate in staff meetings, in-services, projects, and committees as assigned.
- Adhere to and support the center's practices, procedures, and policies including assigned break times and attendance.
- Accept assigned duties in a cooperative manner; and perform all other related duties as assigned.
- Be flexible in schedule of hours worked.
- May require use of personal vehicle

Knowledge, Skills and Abilities

- Proficient knowledge of computer skills. MS Office (Word, Excel, Access, PowerPoint, and Outlook).
- Knowledge of general office procedures, equipment and filing systems.
- Ability to communicate effectively, both orally and in writing.
- Ability to quickly learn department policies, procedures, goals, and services.
- Skill: Attention to detail and accuracy.
- Ability to change priorities regularly.
- Add the additional job specific knowledge, skills and abilities for this job

Working Conditions and Physical Demands

The working conditions and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to access all areas of the center throughout the workday.
- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds.
- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment.

Experience

- Minimum of five (5) years of demonstrated successful experience in logistics and transportation.
- Minimum of five (5) years of management and leadership experience in transportation required.

Education and Certification

- Preferred a Bachelor level education, previous years of experience considered in lieu of degree
- Preferred Defensive Driving Certification
- Class B or C license
- Current CPR/BLS Certification
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.

Core Values

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.
- **Quality Care** that is efficient, transformative and innovative.

Acknowledgment

I have read the above job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

I understand the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Innovative Integrated Health (IIH) for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work. Furthermore, IIH reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.



I understand that employment at IIH is “at will”, meaning that employment is for no definite period of time and may be terminated by me or IIH at any time and for any reason.

Employee Print Name

Employee Signature

Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.