



**PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2023-0029
HEALTH & HUMAN SERVICES
ADMINISTRATION
TRANSPORTATION PROGRAM MANAGER**

Position Title:	Transportation Program Mgr.	Pay Level:	\$49,940 - \$74,921
Position Open Date:	04/13/2023 – Until Filled	Department:	JHHS – Transportation
Position Status:	Full-Time	Classification:	Exempt
Supervisor:	JHHS	Location:	Health & Human Services

POSITION SUMMARY:

Responsible for coordinating transportation operations in support of Health & Human Services programs and activities. The transport manager provides direction to the team for the development and implementation of operational goals and objectives. This position ensures patient transport responsibilities are completed in accordance with JHHS policies, with a specific focus on quality, safety and service. The manager will provide budgetary input to the Director and assist with development.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

Bachelor's degree in business related field and supervisory experience preferred, equivalent combination of education and applicable work experience is acceptable;

- AA degree and three years of supervisory experience in patient transport or business, health related field
- Experience in a health care setting strongly preferred
- Must have knowledge of GSA Fleet management, health, safety and industry regulatory agencies

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License (Insurability Requirement)

Background Investigation

CPR, First Aid and Food Handler's Certification within four (4) months of date of employment

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

Work is subject to frequent travel and exposure to fumes and adverse environmental conditions.

ESSENTIAL FUNCTIONS:

- Plans, organizes, assigns, supervises, reviews and evaluates the work of assigned staff
- Works with staff to establish departmental goals, objectives
- Upholds policies and procedures of JHHS, and Tribal Administration
- Performs follow up communication to vendors, billing department, case managers, social workers, clinical staff, and others regarding transportation
- Collects data, prepares reports, analyzes statistics and budget reports for the program, answers correspondence as needed. Contributes to the overall quality of the program's service provision by developing and coordinating work teams, and by serving as team leader
- Provides advice and assistance to staff; investigates complaints and resolves problems regarding service delivery
- Identify appropriate customer satisfaction metrics for program and ensure consistent measurement and accountability
- Coordinates provision of transportation services
- Ensures Federal Vehicle Standards with GSA vehicles. Provides operational support and vehicle management. Schedule maintenance and repairs on vehicles
- Responsible for comprehensive GSA training and reporting in relation to the Federal Management Regulation
- Ensure all vehicle regulations, laws, both State and Federal are followed
- Ensures proper scheduling of services and allocation of resources; evaluates program effectiveness and efficiency, ensures that such programs meet standards and regulatory requirements and professional standards; performs quality control of functions and staff
- Monitors call logs, scheduling and services to ensure client needs are met and are handled in a timely fashion
- Ensures submission of records of activities and operations
- Contributes to the overall quality of the unit's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public

REQUIRED KNOWLEDGE AND SKILLS:

- Operational characteristics, services and activities of transportation programs
- Techniques of analysis and evaluation of programs, policies and operational needs
- Principles and practices of developing teams, motivating employees and managing in a team environment
- Computer applications related to the work

- Medical record keeping and the standard format for information on charts and other medical documentation
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained
- Planning, organizing, supervising, reviewing and evaluating the work of others
- Training others in policies and procedures related to the work
- Developing and implementing goals, objectives, policies, procedures and work standards
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner
- Interpreting, applying and explaining applicable laws, codes and regulations
- Preparing accurate, clear and concise documentation, reports, correspondence, records and other written materials
- Using initiative and independent judgment within established policy guidelines
- Establishing and maintaining effective working relationships with those contacted in the course of the work

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

Cover Letter

Professional Resume

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez – Attention Human Resources Department

PO BOX 100

Jemez Pueblo, New Mexico 87024

Or;

Visit the Pueblo of Jemez Website – Careers

www.Jemezpueblo.org