

Non-Emergency Medical Transportation Driver

Job Overview: We are seeking a reliable and compassionate Non-Emergency Medical Transportation (NEMT) Driver to join our team. The NEMT Driver will be responsible for safely transporting individuals to and from medical appointments, ensuring their comfort and well-being throughout the journey. The ideal candidate should have excellent interpersonal skills, a clean driving record, and the ability to provide exceptional customer service.

Responsibilities:

1. **Safe Transportation:** Safely transport individuals to and from medical appointments, ensuring adherence to all traffic laws and regulations.
2. **Client Assistance:** Assist passengers in boarding and disembarking from the vehicle, ensuring their comfort and safety throughout the journey.
3. **Schedule Management:** Follow assigned schedules and routes to ensure timely arrival at medical appointments and return trips.
4. **Vehicle Maintenance:** Conduct routine inspections of the assigned vehicle to ensure it is in proper working order. Report any maintenance issues promptly.
5. **Communication:** Maintain clear and effective communication with dispatch, clients, and healthcare providers to coordinate transportation logistics.
6. **Documentation:** Complete accurate and timely trip logs, mileage reports, and other required paperwork.
7. **Customer Service:** Provide exceptional customer service by addressing passenger needs and concerns with professionalism and empathy.
8. **Adherence to Policies:** Adhere to company policies and procedures, including confidentiality requirements and safety protocols.

Requirements:

1. **Driver's License:** Valid driver's license with a clean driving record.
2. **Experience:** Previous experience in a similar role is preferred.
3. **Customer Service Skills:** Strong interpersonal and communication skills, with a focus on providing excellent customer service.
4. **Punctuality:** Dependable and punctual with the ability to adhere to schedules.
5. **Physical Fitness:** Ability to assist passengers with mobility challenges and perform duties that may require lifting or assisting in securing mobility aids.
6. **Compassion:** Demonstrated empathy and understanding towards individuals with medical needs.
7. **Background Check:** Successful completion of a background check and drug screening.
8. **Knowledge:** Familiarity with local traffic patterns and geography.