Job description

Program Director

Job Title	**Program Director**	Full-time	✓
Department	**Client Services**	Part-time	
Reports to	**Vice President, Client Services**	Location	Multiple Locations
Exempt	✓	Origination Date	01/10/06
Non-exempt		Last Revision Date	05/11/09

Position Summary

The Program Director works in collaboration with operations, MTM support departments, and transportation providers to ensure the most appropriate and cost-effective delivery of transportation services. The Program Director also acts as the internal liaison between MTM departments and the Client to ensure MTM is fully compliant with the State/County Medicaid requirements governing non-emergency transportation programs.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Leadership and contract compliance	• Lead teams of direct and non-direct reports to ensure business outcomes and contract goals are defined and met. • Learn and understand all aspects of the contract.	95% or greater	20%
Knowledge of NET policies and procedures	• Keep abreast of changes to NET program rules, regulations and policies.	95% or greater	20%
Customer Service and Building Relationships	• Work with the Client to follow through on service issues, trouble shooting problems and concerns, complaints and education.	95% or greater	20%
Understanding of the political environment	• Acquire a good understanding of State/County, and local climate and issues pertaining to the NET program.	95% or greater	20%
Review of service delivery	• Review service delivery to ensure that the most appropriate and cost-effective mode of transportation is utilized.	95% or greater	20%

Other Job Functions

- Work effectively through teams in a project management focused approach
- Plan continuously for growth and issue resolution
- Provide retrospective analysis of MTM services to ensure appropriate use of services
- Act as a liaison between MTM and external stakeholders to educate on MTM services and ensure customer satisfaction
- Identify and manage stakeholders' expectations during all phases of the contract
- Maintain active involvement in State/Government programs and transportation related conferences/seminars
- Ensure ongoing compliance to MTM's Quality Management Program
- Gain and maintain in-depth knowledge of MTM Transportation Guidelines and Vendor Quality Improvement Program
- Provide oversight and management of the Customer Service Center
- Gain and maintain in-depth knowledge of MTM departments
- Provide updates to MTM Protocols
- Responsible for building (or assuring building of) required documents and Work Plans as needed
- Provide necessary data and information to MTM staff assisting in the continuous monitoring and coordination of quality management activity; i.e. credentialing, re-credentialing, and quality management
- Provide to the Vice President, Operations a weekly status report on accomplishments, issues and concerns
- Prepare for, coordinate, and conduct, quarterly in-services with Client
- Provide ongoing, day-to-day service support to Client personnel
- Be available as Client's key contact for any issues relating to the program
- Address all issues in a timely manner to the satisfaction of the client and MTM
- Educate Client on MTM procedures and services
- Inform clients of new items relating to the NET industry and/or MTM services
- Present annual plan reviews and work in a consultative manner with Client
- Manage branch office staff responsibilities (if applicable)
- Create detailed staffing plan (if applicable)
- Report problems or concerns of Client to the VP, Operations, and executive staff as needed
- Disseminate educational material to clients as needed
- Ensure all paperwork is complete, up-to-date and correctly filed
- Other duties as assigned by the Vice President, Operations
- Report to work as assigned and on time

Knowledge, Skills, And Abilities

- Excellent interpersonal skills and ability to work with a variety of people and job positions
- Knowledge of managed care, quality improvement, contracting
- Experience establishing key processes and procedures
- Ability to acquire in-depth knowledge of MTM operations
- Experience in operations and management of staff
- Experience in developing, promoting, and building key relationships with all key stakeholders
- Data analysis and interpretation skills
- Problem solving skills
- Ability to schedule, organize and prioritize multiple tasks
- Experience supervising and monitoring the delivery of contractual services
- Knowledge of budgets and cost analysis
- Excellent communication skills, verbal and written
- Ability to handle questions and resolve issues in a constructive manner
- Moderate to advanced computer skills

MTM Medical Transportation Management, Inc.

Education

- Bachelor's Degree or above
- Certified Project Management Professional or Associate Certification desired (PMI)

Experience

- Previous management experience
- Prior project or contract management experience.
- Previous experience working with Medicaid and or State programs preferred.
- Experience working for a managed care health provider preferred.

Positions Supervised

- Care Manager
- Quality Service Coordinator
- Program Manager

Tools/Equipment/Machines Used

Computer, laptop, copy machine, fax machine, Cisco phone system, cell phone and slide projector.

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet. Position may require both local and overnight travel.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this job. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Manager, CSC

Job Title	**Manager, CSC**	Full-time	✓
Department	**CSC**	Part-time	
Reports to	**Workforce Planning Manager**	Location	MO
Exempt	✓	Origination Date	5/22/00
Non-exempt		Last Revision Date	4/10/09

Position Summary

The Manager, CSC is responsible for Customer Service daily operations and for supervision of the Team Leads, After Hours Supervisor, Support Staff and Customer Service Representatives (CSRs). The primary function is to assure compliance with all Customer Services established protocols, procedures, ensuring customer satisfaction, meeting service level and response time objectives across all areas of responsibility.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Program Oversight	• 5% or less abandoned rate and 60 seconds or less speed of answer on a weekly basis • Meet monthly productivity/quality goals • Ensure all protocols are followed and personnel policies are administered accurately and consistently • Establish processes and procedures to handle each client's business, update or revise as necessary • Ensure effective and efficient utilization of resources • Assures facility management including office and IT systems	Monthly report summary Service level contractual goals are met on a monthly basis Monthly quality evaluations Feedback from internal and external customers	50%
Staff Management	• On-going review of processes to identify areas of improvement and recommend changes • Coordinate all daily activities of the CSC through the team leads including scheduling and attendance management • Provide timely and effective feedback to all team members including performance reviews, developmental plans, and disciplinary actions as needed • Compliance to HR policy and procedure • Assure appropriate staffing levels in coordination with HR • Heighten the emphasis on a positive motivational and teamwork environment in order to maintain high morale through awards, recognition and creative techniques	Monthly productivity report Quarterly report card for Call Center staff Feedback from internal and external customers	50%

Other Job Functions

- Regular attendance required
- Other duties as assigned

Knowledge, Skills, And Abilities

- Strong written, verbal, and phone communication skills required
- Ability to acquire and maintain knowledge of MTM protocols, Transportation Provider Network system, and personnel policies required
- Excellent interpersonal skills and the ability to resolve customer complaints and personnel issues required
- Strong organizational and time management skills required
- Typing speed of 30 WPM or greater required
- Intermediate computer skills including Microsoft Outlook, Word, and Excel required

Education

- High school diploma or G.E.D required
- College degree preferred

Experience

- Previous experience in supervision required
- Five years experience in business, customer service or call center operations preferred.

Positions Supervised

- Team Lead
- CSR/Bilingual CSR
- Administrative Assistant
- Reports Specialist

Tools / Equipment / Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system, projector

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet.

MTM Medical Transportation Management, Inc.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Education, Training, and Outreach Coordinator

MTM
Medical Transportation Management, Inc.

Job Title	**Education, Training, and Outreach Coordinator**	Full-time	✓
Department	**Missouri**	Part-time	
Reports to	**Program Manager**	Location	MO
Exempt	✓	Origination Date	10/01/09
Non-exempt			

Position Summary

To support MTM's mission by educating and providing outreach to key stakeholders and partners on MTM's policies, procedures, and best practices to promote quality, reliable and safe transportation.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Networking	• Establish contacts and maintain working relationships with stakeholder agencies, i.e., medical and transportation providers, state agencies, and stakeholder agencies that represent the member populations. • Maintain a database of stakeholders with key contact information. • Schedule and conduct quarterly advisory committee meetings.	Database and advisory committee minutes	10%
Training Development and Research	• Gain and maintain in-depth knowledge of MTM's Policies and Procedures. • Develop quarterly training plans based on input from the Missouri Program Director and Team (Transportation Providers, Case Management, Quality Management, and Business Solutions) to address training needs. • Research industry best practices and training techniques for incorporation in training plans. • Work in collaboration with the Missouri Area Liaison to assist transportation providers in complying with MTM Provider Guidelines. • Provide information and suggestions to the Missouri Program Director via recommendation memos on changes or revisions that need to be made to MTM Transportation Provider Guidelines and other manuals. • Participate in the planning and execution of Regional Provider meetings. • Create, determine format and deliver trainings specific to the intended party and purpose.	Quarterly Training Plans and Recommendation Memos	20%
Training Delivery and Execution	• Create and distribute resource materials for the medical community. • Schedule, secure training locations and speakers throughout the state, as needed. • Gather feedback/evaluations for each training.	Education materials, presentations and evaluations	50%
Office Support	• Provider office support by sharing duties, i.e., answering phones, answering/gathering information from walk-ins, and preparing meeting minutes and correspondence, as needed. • Other duties as assigned.	Telephone and document logs	20%

Other Job Functions

- Adhere to the policies and procedures of MTM, state and other regulatory bodies
- Regular attendance required

Knowledge, Skills And Abilities

- Proficient with Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft Outlook; and Microsoft Access proficiency is preferred;
- Possess excellent verbal and written communication skills;
- Possess excellent time management and organizational skills;
- Local and overnight travel required, approximately 30%;
- Accommodate travel time and schedule; hours not to exceed 40 hours per week; and
- Deal with people in a manner which shows sensitivity, tact, and professionalism.

Education

- Bachelor degree required

Experience

- Previous industry knowledge including health care, managed care, social service and/or transportation, at least 5 years preferred
- Experience designing and implementing training programs, at least 2 years of experience preferred

Positions Supervised

None

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, and screen projector. Must posess a valid driver's license.

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet. Position may require both local and overnight travel.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Area Liaison

MTM
Medical Transportation Management, Inc.

Job Title	**Area Liaison**	Full-time	✓
Department	**Network Management**	Part-time	
Reports to	**VP, Network Management and Sales**	Location	MO
Exempt	✓	Origination Date	11-12-03
Non-exempt		Last Revision Date	2-12-09

Position Summary

The Area Liaison is a main liaison between Medical Transportation Management (MTM) and the Providers. The primary function includes conducting on-site visits and on-street observations, assuring compliance with MTM Provider Guidelines, education of the providers regarding the guidelines, which are the basis of the Provider, Quality Assurance and Improvement Program, and ensuring that MTM is providing customer service that meets or exceeds all performance standards established between MTM and the Client.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Manage assigned territories as Liaison	• Work closely and maintain a good rapport with providers. • Monitor/Identify the providers' needs. • Keep provides up to date with any changes that may be happening. • Schedule site visits with the providers.	Provider Satisfaction Surveys QMC Compliance on completed site visits	30%
Perform site visits, vehicle inspections and maintaining driver records	• Ensure all providers in the assigned territory are being visited and are in compliance with the MTM provider guidelines. • Track and approve new/deleted/pass and failed vehicles. • Receive and review new and deleted driver information. • Enter site visit information into the NM database. • Revisit any providers that are not in compliance. • Ensure providers are following the MTM provider guidelines. • Complete initial site visits with incoming transportation providers. • Educate incoming providers on MTM policy and guidelines.	QMC reporting 90% compliance Site visit reports CAP follow up Database reports Initial site visits	25%
Assist in recruiting	• Work closely and maintain a good rapport with the NM Representatives. • Assist the NM Rep with gathering any needed information from the providers. • Assist in the recruiting of existing areas • Help with the implementation and recruiting of new plans.		20%
Reporting in the NM database	• Ensure all information gathered from the Providers is input into the NM database. • Monitor Background Checks and MVR expiration dates. • Pull any reports requested by the NM VP or Manager and ensure they are accurate.	Database reports Expiration reports	15%

MTM Medical Transportation Management, Inc.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Assist in training employees and providers	• Train new Liaison when a new plan has been awarded to MTM on an as needed basis. • Educate providers on new processes. • Ensure all providers in the assigned territory are familiar with the MTM provider guidelines. • Educate the provider when they are not following the MTM transportation provider guidelines.	Traveling to the new area and conducting initial site visits while training the new Liaison	10%

Other Job Functions

- Maintain a QA file folder on all Providers and ensure all documentation is present and current.
- Assist the Network Management Manager in creating a file of acceptable templates and prototypes of documents to assist Providers.
- Assist with Provider in-service training, driver training, and other presentations to Providers and their drivers.
- Provide information and suggestions to MTM administration on changes or revisions that need to be made to the MTM Provider Guidelines.
- Participate in planning and execution of Regional Provider meetings.
- Works closely with Quality Management Department to review trends in Provider services and address problem areas.
- Maintain a valid driver's license.
- Regular attendance required.
- Other duties as assigned.

Knowledge, Skills, And Abilities

- Ability to handle a diverse group of providers required.
- Ability to handle multiple tasks and situations required.
- Exemplary communications skills required.
- Ability to acquire and maintain an in-depth knowledge of the MTM Transportation Services Agreement (including Guidelines and pricing) and MTM policies and procedures.
- Ability to acquire and maintain a working knowledge of Americans with Disabilities (ADA) regulations, Department of transportation (DOT) regulations and Occupational Safety and Health Administration (OSHA) regulations preferred.
- Knowledge of Microsoft systems such as Outlook, Excel, Word, required and Access preferred.

Education

- High School Diploma or G.E.D. required.
- Some College preferred.

Experience

- Previous experience in working in a supervisory or oversight position preferred.
- Previous experience in the transportation industry preferred.

MTM Medical Transportation Management, Inc.

Positions Supervised

None

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet. Position may require both local and overnight travel.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Network Representative

Job Title	**Network Representative**	Full-time	✓
Department	**Network Management**	Part-time	
Reports to	**Manager, Network Management**	Location	MO
Exempt	✓	Origination Date	11/12/03
Non-exempt		Last Revision Date	8/6/09

Position Summary

The Network Representative is to recruit new providers in all area where MTM either contracts or where MTM is looking to expand and to maintain the MTM provider Network by creating good relationships with the providers to assure the highest possible quality of transportation is provided.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Manage assigned territories	• Independently evaluate requirements, research, and recruit new transportation providers in geographic area to ensure complete coverage in assigned recruitment territory • Contract with newly recruited providers • Provide complete information to the Transportation provider on MTM and its policy's and requirements • Independently approve any quotes by the Transportation Provider that are over their contracted rate. • Use independent judgment to evaluate and determine billing rates for Transportation Providers • Maintain a good rapport with the transportation providers • Resolve provider questions and problems; coordinate with MTM's Billing department, whenever necessary, to assist provider with billing concerns or problems • Mediate for the Transportation Provider to resolve obstacles with Trip Reconciliation • Notify the proper departments and/or offices of any provider changes • Maintain the Public Contacts • Create, enter and update providers in the AS/400 • Contact providers to correct faxing errors • De-activate providers within the system for disciplinary reasons • Adding providers to the network where average trip costs are too high	Ensure adequate network is maintained so members are not denied transporta-tion. Responsiveness of the Rep to the provider's within allotted time to address and resolve providers inquires. Notifications emails are written per department policy. This information should also be supported by the Public Contacts and ect. Average trip cost in any given area greater than State or Standard Schedule A.	30%
Manage insurance certificates	• Ensure all providers in the assigned territory have appropriate and effective insurance for their specific state • Enter all insurance certificates received into the NM database • Monitor all providers with expired insurance • Follow the proper closure procedures for providers with cancelled insurance	Insurance expiration report.	30%

MTM Medical Transportation Management, Inc.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Maintain provider's paper and electronic files	• Ensure the providers files are completed with all required documents and are kept up-to-date • File any new information that belongs with the providers file such as insurance, CAPs, discipline or contractual paperwork • Complete file audits • Enter and update provider information in the NM database (excluding on-site visits and on-street observations)	Flash Audits and annual Health Plan Audits.	15%
Work closely with the Area Liaison(s)	• Maintain a good rapport with the Area Liaison(s) • Keep the Liaison(s) up to date on the adequacy of the transportation provider network • Requesting site visits to be completed on existing providers and/or potential providers	Provider Liaison with Summary Report information, NM Database, AS/400 and site visit reports.	15%

Other Job Functions

- Send correspondence to providers upon initial contact and/or whenever necessary
- Assist Vice President of Network Management and Sales and Manager, Network Management in establishing standard pricing for providers in each area
- Assist all Customer Services Centers with provider issues
- Independently approve any quotes by the Transportation Provider that are over their contracted rate.
- Regular attendance required
- Other duties as assigned

Knowledge, Skills, And Abilities

- Ability to handle a diverse group of providers and their issues required
- Ability to handle multiple tasks and situations required
- Exemplary communication skills; both written and verbal required
- Ability to acquire and maintain knowledge of MTM contracting process required
- Knowledge of Microsoft systems such as Outlook, Excel, Word are required Access preferred

Education

High School Diploma or G.E.D. required

Experience

- Customer Service experience preferred
- Knowledge of MTM protocols preferred

MTM Medical Transportation Management, Inc.

Positions Supervised

None

Tools / Equipment / Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet.

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

CSC Trainer

MTM
Medical Transportation Management, Inc.

Job Title	**CSC Trainer**	Full-time	✓
Department	**CSC**	Part-time	
Reports to	**Manager, CSC**	Location	MO
Exempt	✓	Origination Date	01/29/2010
Non-exempt			

Position Summary

The CSC Trainer is responsible for training all MTM new hires within the CSCs using established MTM protocols and procedures. The CSC Trainer will also be responsible for re-education of current CSC employees as needed, and training all CSC staff members on new program features. This is an exempt, salaried position.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Call Center	• Develop training and resource material for call center employees • Conduct training sessions via phone, web based, or face to face • Demonstrate strong leadership skills in communicating complex processes into simple and easy to understand concepts • Maintain MTM intranet training resource application	Prepared training materials Observed training sessions Review of training website	70%
Strategic planning and analysis of results/training opportunities	• Perform CSR audits for accuracy and training opportunities • Responsible for ongoing evaluation of the training process and implementing changes for improvement if necessary • Measure success of each training through different methodologies such as improved quality scores and reduction in errors on scheduled trips	Documented report that shows statistical data # of observation and trip queries completed	20%
Industry Focus	• Maintain a solid knowledge of MTM's product and service offerings, clientele, and upcoming business opportunities to ensure CSRs are trained in a timely manner.	Management observation Overall quality Scores	10%

Other Job Functions

- Demonstrate sincere personal commitment to promptness, reliability and quality work.
- Proactively identify new solutions to drive efficiencies/productivity of call center employees.
- Adhere to all MTM established CSC guidelines and ensure MTM's personnel policies are followed.
- Courteous response to all requests and proper use of terminology.
- Report to work as assigned and on time.
- Flexibility in hours/days in order to meet Corporate/CSC objectives.
- Regular attendance required (minimum 40-45 hour work weeks).
- Provide assistance and guidance to other staff as needed.
- Other duties as assigned.

Knowledge, Skills, And Abilities

- Typing speed of 30 WPM or greater.
- Knowledge of personal computer/keyboard.
- Knowledge or ability to learn Microsoft Word, Microsoft Excel, and Microsoft Word.
- Strong communication skills, both written and verbal.
- Extensive knowledge of MTM's various protocols.
- Ability to be a role model for CSRs in proper phone etiquette and adherence to CSC procedures.
- Ability to work on multiple projects simultaneously.

Education

High school diploma or G.E.D. required

Experience

Previous work as a CSR in a Customer Service Center required
Previous experience in supervision preferred

Positions Supervised

None

Tools/Equipment/Machines Used

Computer, Microsoft Applications, copy machine, fax machine, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply- Must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job requires sitting at desk on computer the majority of the day when not conducting in person training, However, will be required to stand up to 50% of the day when in a training session. Extensive overnight travel required (up to 50%).

MTM Medical Transportation Management, Inc.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Team Lead, CSC

MTM
Medical Transportation Management, Inc.

Job Title	**Team Lead, CSC**	Full-time	✓
Department	**CSC**	Part-time	
Reports to	**Manager, CSC**	Location	MO
Exempt	✓	Origination Date	01/15/05
Non-exempt		Last Revision Date	03/03/09

Position Summary

The Team Lead, CSC is responsible for the supervision, assistance and monitoring a team of Customer Service Representatives. Their primary function is to assure compliance with all MTM Customer Service Center protocols/procedures and ensure customer satisfaction.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Team Management	• Serve as a role model for positive attitude and job performance • Ensure performance goals are met • Ongoing training of CSRs • Management of attendance records for assigned team • Update assigned team of protocol/procedural changes in a concise and timely manner	• Timely disciplinary actions • Team performance/report cards • Observation by CSC Supervisor	50%
Operations Oversight	• Proactively identify new procedures that will increase the effectiveness of the CSRs and the CSC • Assist CSRs in resolving issues and complaints; assist with follow up and resolution of complaints and incidents • Accept escalated calls from CSR's as needed for resolution • Be aware of the daily and weekly statistics • Take incoming calls as needed to ensure operations metrics are achieved	• Monthly statistical reports • Observation by CSC Supervisor	50%

Other Job Functions

Demonstrate sincere personal commitment to promptness, reliability and quality work
Regular attendance required
Other duties as assigned

Knowledge, Skills, And Abilities

- Typing speed of 30 WPM or greater required
- Knowledge or ability to learn Microsoft Word, Microsoft Excel, and Microsoft Outlook
- Strong communication skills, both written and verbal
- Ability to learn and maintain an extensive knowledge of MTM's various protocols
- Ability to work with multiple situations and handle diverse issues required
- Able to multi-task in a fast paced environment required

Education

High school diploma or G.E.D. required

Experience

- Previous experience in supervision preferred
- Customer service experience required

Positions Supervised

Customer Service Representatives, Bilingual Customer Service Representatives

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet.

Acknowledgment

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____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Customer Service Representative

MTM
Medical Transportation Management, Inc.

Job Title	**Customer Service Representative**	Full-time	✓
Department	**CSC**	Part-time	
Reports to	**Team Lead, CSC**	Location	MO
Exempt	✓	Origination Date	09/27/97
Non-exempt		Last Revision Date	03/03/09

Position Summary

The Customer Service Representative (CSR) handles incoming calls received via an automated call distribution (ACD) system regarding scheduling of transportation and all other details of customer trips. The Customer Service Representative (CSR) is the front line representative of Medical Transportation Management (MTM).

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Abandoned Calls	As outlined by the department head for each Customer Service Center (CSC) location. See Attachment A.	Results compiled by Quality Support Team, phone, and/or system reports	10%
Average Handle Time	As outlined by the department head for each CSC location. See Attachment A.	Results compiled by Quality Support Team, phone, and /or system reports	20%
% Productive Time	• Exceeding = >95% • Meeting = 90% - 94.9% • Not meeting = <89%	Results compiled by Quality Support Team, phone, and/or system reports	30%
Quality Scores	• Exceeding = >95% • Meeting = 90% - 94.99% • Not meeting = <90%	Results compiled by Quality Support Team, phone, and /or system reports	30%
Attendance	Adhere to Corporate Attendance Policy	Manager/system generated reports	10%

Other Job Functions

- Answer incoming ACD calls for customers – passengers, vendors, and clients
- Handle daily scheduling of trips by documenting trip request and selecting the most appropriate vendor
- Utilize correct coding and documentation procedures
- Report issues, unusual trip circumstances, and efficiency of vendor operations to CSC Team Lead for prompt resolution
- Acquire and maintain in-depth knowledge of, and adhere to, established CSC Protocols and Procedures
- Provide courteous and prompt response to all transportation requests and adopt proper use of terminology
- Demonstrate sincere personal commitment to promptness, reliability and quality work
- Acquire and maintain in-depth knowledge of MTM's Transportation Provider Network
- Report to work on time for assigned shift schedules
- May be required to work weekends and/or holidays as needed
- Other duties as assigned

Knowledge, Skills, And Abilities

- Typing speed of 30 WPM or greater
- Knowledge of, or ability to learn, Microsoft Outlook and Microsoft Word
- Exemplary communication and phone skills
- Ability to relate to a diversity of customers and requests
- Ability to identify with customer needs and circumstances

Education

High School Diploma or G.E.D. required

Experience

- Customer service experience required
- Previous experience working in a call center is preferred

Positions Supervised

None

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet.

MTM Medical Transportation Management, Inc.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this job. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Help Desk Representative

Job Title	**Help Desk Representative**	Full-time	✓
Department	**Call Center Operations**	Part-time	
Reports to	**Manager, CSC**	Location	MO
Exempt	✓	Origination Date	01/29/2010
Non-exempt		Last Revision Date	01/29/2010

Position Summary

The CSC Help Desk Representative is responsible for the handling of escalated calls/Customer Service Representative (CSR) questions, complex trip issue, training of new hires along with performing as needed training for MTM Customer Service Centers.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Tier One support for Online CSRs	• Responsible for providing 1st level support to online CSRs to answer questions based on job specific processes/procedures. • Handle 1st level supervisor escalation calls • Handle additional research/time consuming processes in order to keep CSRs online taking incoming calls • Handle system restricted overrides for CSRs (bus exclusions, overrides, quote changes, etc.) • Responsible for ad-hoc programs/processes outlined by management staff	All escalation must be completed within 24 hours of receipt Tracking metrics on individual call statistics	70%
Training Support	• Develop trending analysis on incoming questions/escalations to identify coaching/training opportunities • Support CSC Trainer with peer training	Call Center tracking detail report	20%
Process/Procedure Analysis	• Make recommendations to Leadership Team on process/procedure changes needed to gain efficiencies	Participation in leadership meetings and employee feedback sessions	10%

Other Job Functions

- Assist CSRs in resolving issues and complaints; assist with follow up and resolution of issues
- Acquire difficult or lengthy calls from CSRs to offer satisfactory conclusion with caller
- Provide courteous response to all requests and proper use of terminology
- Demonstrates sincere personal commitment to reliability and quality work
- Perform job responsibilities in a manner that demonstrates equality for all CSRs
- Regular attendance required
- Other duties as assigned

Knowledge, Skills, And Abilities

- Typing speed of 30 WPM or greater
- Knowledge of Microsoft Word and Microsoft Excel
- Strong communication skills, both written and verbal
- Ability to learn and maintain an extensive knowledge of MTM's various protocols
- Ability to learn and maintain an extensive knowledge of Transportation Provider Network
- Ability to be a role model for CSRs in proper phone etiquette and adherence to CSC procedures
- Able to multi task in a fast paced environment
- Ability to identify customer's needs and circumstances

Education

High School Diploma or G.E.D. required

Experience

Minimum of 90 days experience in MTM CSC required

Positions Supervised

None

Tools / Equipment / Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job requires sitting at a desk, talking on the phone for a majority of the day. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet.

MTM Medical Transportation Management, Inc.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Care Manager

Job Title	**Care Manager**	Full-time	✓
Department	**Care Management**	Part-time	
Reports to	**Team Lead, Care Management**	Location	MO
Exempt	✓	Origination Date	8/31/09
Non-exempt		Last Revision Date	9/16/09

Position Summary

The Care Manager is responsible for general departmental support to the Care Management Coordinators, including: prompt response to all queue calls and fax requests for discharges from Social Workers, Nurse Case Managers, Transportation Coordinators or members, setting trip requests when ambulance/stretcher is the desired mode of transportation, distributing incoming faxes, tracking LONs/OOCs, reconciling facility token/swiper usage, setting RTP requests from the Call Center, entering trips from mileage reimbursement trip logs.. The Care Manager is responsible for assuring compliance with the contract source, using MTM policies and procedures to ensure member satisfaction.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Managing transportation requests	• Respond promptly to all hospital discharge and ambulance/stretcher trip requests, both verbal and electronic • Reconcile token/swiper usage weekly with facilities • Prioritize transportation requests to ensure the most urgent requests are met first • Accurately record and report trip details to guarantee smooth transportation operations • Fax out LONs/OOCs as needed and track their return, making follow up calls when necessary after 3 business days • Closely monitor use of most appropriate transportation and provider, as well as most appropriate mode of transportation • Enter information from trip log sheets into system within 48 business hours of receipt • Screen transportation requests for plan eligibility	Daily task list, fax tracking, spreadsheet, call stats, trips per agent report, calls per agent report, ambulance/stretcher log sheet, facility token reconciliation log	90%
Inter-departmental communication	• Update Network Management so that adequate coverage is available is all areas for all transportation needs		10%

Other Job Functions

- Job share with other Care Management Representatives to ensure adequate coverage during inclement weather, sick days, etc.
- Assist peers with working the RTP folder and EU queue
- Distribution of incoming faxes to the appropriate Care Management Coordinator
- Perform additional duties/projects as assigned

Knowledge, Skills, And Abilities

- Familiarity with Microsoft applications including Word, Excel, and Access
- Ability to type 30wpm
- Excellent organizational and interpersonal skills
- Effective written and oral communication skills
- Demonstrated ability to manage multiple priorities
- Ability to multi-task in a fast-paced environment
- Ability to handle confidential information in a professional manner
- Superior problem-solving skills
- Ability to work both independently and as part of a team

Education

High School diploma or G.E.D. required

Experience

1. Minimum 90 days experience in customer server or call center operations preferred
2. Experience in healthcare, care management or a related field preferred

Positions Supervised

None

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, Cisco phone system.

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear, and operate computer keyboard. Job requires sitting at a desk, talking on the phone, a high level of data entry, and viewing a computer screen for the majority of the day. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet.

MTM Medical Transportation Management, Inc.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Quality Service Coordinator

Job Title	**Quality Service Coordinator**	Full-time	✓
Department	**BSG**	Part-time	
Reports to	**Team Lead, Quality Management**	Location	MO
Exempt	✓	Origination Date	6/11/04
Non-exempt		Last Revision Date	2/19/10

Position Summary

The Quality Service Coordinator is responsible for managing complaints for designated clients, in accordance with client requirements and MTM Policies and Procedures for Quality Management.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Manage Complaints for Designated Clients	• A working knowledge of all health plan protocols • Document, review, investigate and provide follow up for all complaints and complaint issues reported for assigned clients. • Enter complaints submitted via fax or voice mail. • Provide follow up contact to member/beneficiary/recipients per their request in regards to complaint resolution • Enter data for the application of Liquidated Damages. • Obtain timely responses from the transportation providers to complaints and complaint issues. (24 to 48 hour timeframe) • Provide immediate follow up for complaint responses that are not submitted within the specified timeframe and enforce disciplinary measures as needed • Provide and document all vendor education given in response to complaints • Respond to client, Program Manager, or Account Manager Inquiries sent via email, or fax, within the specified timeframe • Send complaint resolution letters to member/beneficiary/recipients per health plan contract	Call Stats Daily, weekly, monthly complaint reports QM Inter-Rater Daily Task List	50%
Risk Management	• Compile monthly incident/accident summary reports for assigned clients • Obtain timely responses to all incident/accident issues from the transportation providers (24 hour response time required) • Provide follow up to the member/recipient/beneficiary in regards to accident/incident issues • Forward notification of accidents/incidents as they occur to the QM Team Lead and Manager • Manage all risk issues for designated clients	Email notification	15%

Performance Measures – Major Job Objectives (Cont.)

Major Job Objective	What's Expected	Measurement Criteria	%
Complaint Reports	• Compile daily complaint reports to be submitted to designated health plans per contract • Compile weekly/monthly complaint reports for designated clients • Proof read all complaint reports before submission to Team Lead • Track and tend complaint ratios for transportation providers • Provide monthly/year to date data for Complaint Summary reflected on monthly quality reports.	Daily, weekly, monthly complaint reports	15%
Interdepartmental Communication	• Assist Care Management/Account Managers/Program Managers with complaint/facility issues • Update Network Management in regards to non-compliance issues with transportation providers and advise of incident/accident issues	Complaint Reports Email notification	10%
Independently manage trips with issues, complaints, or special needs	• Triage issues, complaints & unusual trip circumstances and determine appropriate action by reviewing complaint history, trip history, etc. • Determine changes needed and implement them accordingly	Complaint Reports	10%

Other Job Functions

- Enter complaints submitted via fax or voice mail, as assigned
- Enter data for the application of Liquidated Damages
- Update client statistics as needed
- Other duties as assigned
- Regular attendance required
- Job share with other QSCs to ensure adequate coverage during inclement weather and sick days
- Attend client/implementation meetings upon request

Knowledge, Skills, And Abilities:

- Proficiency with Microsoft applications, including Word, Excel, and Access required
- Excellent written communication skills, with an emphasis on grammar and spelling required
- Ability to tactfully question and obtain information required
- Excellent organizational and interpersonal skills required
- Demonstrated ability to manage multiple priorities required
- Typing skills 30 wpm
- Ability to handle confidential information in a professional manner
- Superior problem solving skills

MTM Medical Transportation Management, Inc.

Education

- High School Diploma or G.E.D. required
- Associates degree required

Experience

- Previous Customer Service experience required
- Previous Quality Management experience preferred
- A minimum of six months in the MTM Customer Service Center preferred
- Working knowledge of MTM Customer Service protocols and procedures preferred

Positions Supervised

None

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, slide projector, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear, and operate computer keyboard. Job requires sitting at a desk, talking on the phone, a high level of data entry, and viewing a computer screen for the majority of the day. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pounds and carry objects 50 feet.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Business Analyst

MTM
Medical Transportation Management, Inc.

Job Title	**Business Analyst**	Full-time	✓
Department	**BSG**	Part-time	
Reports to	**Managing Business Analyst or VP, BSG**	Location	MO
Exempt	✓	Origination Date	7/1/08
Non-exempt		Last Revision Date	01/29/2010

Position Summary

The Business Analyst is responsible for the analysis, architecture and specification of effective, efficient and innovative business technology solutions and services.

The Business Analyst provides project management services during development and production to ensure that business technology solutions and services are successfully adopted throughout the company to deliver the projected results.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Develop Business Solutions	• Requirement definition • Development of timely and innovative solutions, with optimal use of technology and human resources • Testing • User Training • Root cause analysis of issues	Client Sign Off and Commentary Sheet	80
Quality Project Management	• Develop a complete and comprehensive project plan • Manage resources to deliver in accordance with the plan • Manage client expectations	Client Sign Off and Commentary Sheet	20

Other Job Functions

- Support file based data processing in the production environment
- Other duties as assigned

Knowledge, Skills, And Abilities

Required:
- Analytical and problem solving skills
- Ability to assimilate new and existing technologies, and 3rd party products
- Verbal and written communication skills
- Interpersonal skills
- Ability to be effective in a fast paced, dynamic environment

Preferred:
- An understanding of basic database technologies

Education

Required:
- High School Graduate or G.E.D

Preferred:

- Bachelor's degree (or equivalent combination of education and experience) in Information Technology, Computer science, or Business Administration.

Experience

Required:
- Experience with computer based technology, beyond the use of standard spreadsheet, word processing and other applications primarily designed for personal use in a non business environment
- Experience applying technology to solve problems

Preferred:
- Prior programming experience
- Experience authoring software requirement specifications using industry best practices, tools and methodologies
- Experience authoring test plans and conducting testing using industry best practices, tools and methodologies
- Experienced in software development project management using industry best practices, tools and methodologies across the full Software Development Life Cycle (SDLC)
- Experienced in implementing business process improvements, working with the end user to overcome resistance to change

Positions Supervised

- May supervise other Business Analysts on an ad hoc basis

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet.

Acknowledgment

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____ with the following accommodations:

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Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Data Management Specialist

Job Title	**Data Management Specialist**	Full-time	✓
Department	**Trip Reconciliation**	Part-time	
Reports to	**Team Lead, Data Management**	Location	MO
Exempt	✓	Origination Date	02/13/08
Non-exempt		Last Revision Date	03/12/09

Position Summary

The Data Management Specialist is responsible for data collection, tracking, entry and reporting of vendor data, management of key AS400 data, and identifying fraudulent data patterns.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Data Entry	• Enter Pick up and drop off times and signatures into AS400 from vendor trip sheets • Receive faxed from facilities verifying members attendance enter members attendance status in AS400 • Enter driver and vehicle liquidated damages into the AS400 and verify driver and vehicle information • Approve and add new providers that are entered into the AS400 • Receive eligibility changes from Call Center and update eligibility requests into the AS400 • Receive Sole Source fax logs from Care Management and enter trips in system • Receive Rate Maintenance requests from BSG Help Desk • Enter vendor rates into AS400	Must meet a daily quota of 700 for data entry	70
Collect and log daily incoming mail	• Retrieve mail from the receptionist • Open and sort all signature packets • Log receipt of data from vendors into spreadsheet	Must have all mail collected and logged by the end of employees shift	10
Perform Second Reviews	• Receive 2nd Reviews from Reconciliation Claims Specialists • Find disputed signatures filed in boxes • Credit or deny trip signatures • Report findings back to Trip Reconciliation	All 2nd Reviews will need to be completed by the end of employees shift	10
HIPAA Compliance	• Must keep protected information protected by conforming to MTM's HIPAA standards	Attend yearly HIPAA Compliance training sessions	10

Other Job Functions

- Use sound judgment in challenging unusual information
- Work closely Reconciliation Claims Specialists and the Quality Management Department
- Regular attendance required
- Other duties as assigned

Knowledge, Skills, And Abilities

- Typing speed of 30 WPM
- Knowledge of Microsoft Outlook, Microsoft Word, and Microsoft Excel required
- Exemplary verbal and written communication and phone skills required
- Excellent organizational and multi-tasking skills required
- Ability to identify and respond to customer needs and circumstances required
- Ability to handle confidential information in a professional manner required
- Ability to make solid judgment calls required
- Ability to acquire and maintain in-depth knowledge of department process and procedures required

Education

High School Diploma or G.E.D. required

Experience

- MTM Customer Service Representative experience preferred
- Previous data entry experience preferred

Positions Supervised

None

Tools / Equipment / Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet.

MTM Medical Transportation Management, Inc.

Acknowledgment

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Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Functional Assessor

Job Title	**Functional Assessor**	Full-time	✓
Department		Part-time	
Reports to	**Director, Project Management**	Location	Utah
Exempt	✓	Origination Date	2/1/10
Non-exempt		Last Revision Date	

Position Summary

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Mobility Assessments	• Ability to perform cognitive and physical assessment of patients to determine level of mobility	95% accuracy	30
Patient education	• Ability to work with patients and educate on transit options and programs/services available to them	95% accuracy	30
Interpretation skills	• Complete knowledge and understanding of ADA guidelines and TriMet guidelines and the ability to successfully interpret and apply them to the assessment process	100% knowledge and tested	20
Professionalism	• Ability to provide clear and concise written communication and exude a professional appearance and demeanor with clients and patients	95% accuracy	20

Other Job Functions

- Provide written assessments and reports as required
- Experience in giving and interpreting written test results

Knowledge, Skills, And Abilities

- ADA paratransit knowledge required
- Patient care/interaction skills required
- Active license as appropriate required
- Current CME's as required
- Excellent written and communication skills required
- FACT training required
- NTI training /testing preferred

Education

- Minimum of Bachelor's degree in physical or occupational therapy, physician assistant required. Masters degree preferred
- Knowledge of and/or preferred prior completion or training in the National Transit Institute "Course Comprehensive ADA Paratransit Eligibility Determinations "

Experience

- 4 years minimum experience in related PT or OT Field that includes providing assessments as well as patient care
- Preferred Public Health experience
- Preferred knowledge or experience with ADA and/or CMS

Positions Supervised

None

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, printer, Cisco phone system
Windows XP Professional operating platform
Microsoft Office products

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet. Local and overnight travel may be required.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

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____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

Travel Trainer

MTM
Medical Transportation Management, Inc.

Job Title	**Travel Trainer**	Full-time	✓
Department		Part-time	
Reports to	**Program Director**	Location	Utah
Exempt	✓	Origination Date	4/7/10
Non-exempt		Last Revision Date	6/7/10

Position Summary

POSITION SUMMARY: The Travel Trainer is responsible for providing individualized training onsite to educate students on how to use accessible public transportation. Individuals are taught how to travel independently and safely on public transportation systems.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Conduct intake and assessments	• Complete in-person intake and assessment on students interested in receiving travel training. • Based on assessment, determine best possible training model (i.e. consumer education, peer program, specialized instruction). • Based on ability level and goals of the student, develop a personalized plan of instruction.	Intake and assessments conducted Individual plan of instruction	15%
Conduct training sessions	• Provide classroom and one-on-one field training. • Field training includes but is not limited to: o Schedule trainings at the time and location of the specific routes requested; o Instruct student on the importance of safety in independent travel; o Instruct students on transit skills; o Instruct students on how to travel routes including navigation and way-finding strategies; o Instruct students on self-advocacy; o Instruct students on how to develop strategies to use when lost or confused when traveling; o Instruct students on how to handle emergencies; o Establish collaborative relationships with other professionals.	Number of trainings scheduled Number of students trained Instruction material on topics Number of meeting with families and/or school staff	40%
Reporting	• Complete all reports and paperwork including but not limited to; initial intake, goal setting and plan, progressive evaluation, final and follow-up report.	Progress notes	20%
Trip planning	• Teach trip planning and safety skills at the school location and in the field. • Plan and evaluate the routes for each student receiving instruction (environmental barrier analysis).	Assigned trip routes Field training	25%

Other Job Functions

- Build rapport and communicate with family and natural support network of the student
- Communicate with teachers and parents to provide feedback on the curriculum and training schedule
- Submit accurate required reports on time
- Must pass a background check
- Maintain a positive attitude when interacting with students and their families and school administrators
- Provide high quality customer service
- Must conform to MTM's HIPAA standards

Knowledge, Skills, And Abilities

- Demonstrated training skills, comfortable leading groups of people, and speaking in front of people.
- Strong interpersonal skills that allow effective working relationships with a diversity of people.
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software.
- Excellent verbal and written communication skills required
- Excellent organizational and multi-tasking skills required
- Ability to interact and communicate with individuals with special needs
- Ability to work flexible hours and adapt to a rapidly changing environment.
- Ability to handle confidential information in a professional manner required

Education

- Bachelor's Degree in Special Education, Occupational and/or Physical Therapy or Human Services preferred

Experience

- Travel training experience preferred
- Experience working with people with a range of disabilities
- Experience working with disability and/or community advocacy organizations
- Familiarity with the Washington Metropolitan Area Transit Authority (WMATA) transit system
- Familiarity with the American with Disabilities Act (ADA)

Positions Supervised

None

Tools/Equipment/Machines Used

Computer, copy machine, fax machine, laptop, slide projector, printer, Cisco phone system

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

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Original: Human Resources
Cc: Employee's Supervisor
Employee

Job description

PC Technician

MTM
Medical Transportation Management, Inc.

Job Title	**PC Technician**	Full-time	✓
Department	**Technology Infrastructure & IP Telephony**	Part-time	
Reports to	**Manager, Systems Administration**	Location	MO
Exempt		Origination Date	12/01/2006
Non-exempt	✓	Last Revision Date	03/09/2009

Position Summary

As a member of Technology Infrastructure & IP Telephony team and working primarily at the company headquarters in Lake St. Louis, MO, the PC Technician is responsible for:

- Maintaining, analyzing, troubleshooting, and repairing computer systems, hardware and computer peripherals
- Documenting, maintaining, upgrading and/or replacing hardware and software systems
- Assistance in Administration of current and the dynamically growing future enterprise technology infrastructure of MTM's corporate headquarters, remote operational locations, data centers, and call centers
- Assistance in support of IT Services for all MTM users including corporate headquarters users, remote operational location users, SOHO users, and mobile users.

Performance Measures – Major Job Objectives

Major Job Objective	What's Expected	Measurement Criteria	%
Maintain, analyze, trouble-shoot, and repair PC systems, hardware and computer peripherals	• Maintenance of all MTM-owned PC hardware and peripherals	The MTM employee is satisfied with level of service	30%
Document, upgrade and/or replacing hardware and software systems	• Hardware changes must be documented in the hardware database. Other documents kept current	Database and other documents are kept up to date	20%
Assist in administration of current and the dynamically growing future enterprise technology infrastructure	• Assist the Systems Administrator(s) and other department members as needed	The Director is satisfied with level of service	20%
Assist in support of IT Services for all MTM users	• Assist the Systems Administrator(s) and other department members as needed	The MTM employee is satisfied with level of service	20%
Work independently and without much direction	• Complete tasks without much supervision	The ability to work independently	10%

Other Job Functions

The primary duties of the PC Technician are to act as tier 1 support for the Infrastructure Systems, Client Computers and Business Equipment.

- Fully responsible for the day to day support of desktop hardware and software issues
- Assist in the planning, installation, support and maintenance of user computers (desktop, laptop), both hardware and software and all peripherals
- May be on a certain rotation on-call schedule for after hour urgent support needs
- Occasionally travel to non-headquarters operational locations for installation, maintenance and customer/user support

Knowledge, Skills, And Abilities

- Repair and troubleshooting experience with Windows Operating Systems (Windows XP, 2000, etc.), and Microsoft and other business applications
- Strong ability and desire to learn and grow professionally
- Strong ability to pay attention to detail
- Strong customer service aptitude and skills
- IT Help Desk/Service process and tools skills
- Excellent oral and written communication skills

Education

- High school diploma or GED
- Comptia A+ certification preferred

Experience

- Must have experience with PC hardware, printers, software and peripherals.
- Applicant must have a track record of exceeding set goals and expectations.

Positions Supervised

None

MTM Medical Transportation Management, Inc.

Physical Requirements And Working Conditions

Normal office conditions apply. Employee must have clear, close vision for reading and computer work. Must be able to sit, stand, walk, balance, stoop, grasp, talk, hear and operate computer keyboard. Job may require reaching at shoulder level and below waist. Will occasionally lift/push/pull up to 20 pound and carry objects 50 feet. Position may require both local and overnight travel.

Acknowledgment

I have read and understand my position description and certify that I can and will fulfill the stated expectations:

____without accommodations

____ with the following accommodations:

Employee Name (print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____

Title: _____ Date: _____

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this job. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Original: Human Resources
Cc: Employee's Supervisor
Employee