

NAME:
JOB TITLE: MATP Coordinator
DEPARTMENT: Transportation

FLSA STATUS: Non-Exempt
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OVERALL PURPOSE

This position is responsible for assisting with the daily activity of the Ecolane system and coordination of MATP services to ensure clients are provided with transportation services to their requested destination.

ESSENTIAL FUNCTIONS

1. Coordinate services for MATP

PERFORMANCE MEASURES:

- Take reservations and/or schedule MedVan services
- Answer MATP questions
- Ensure mileage reimbursement forms are available for MATP clients
- Determine eligibility through PROMISE/EVS system and batch verification in Ecolane
- Verify and submitted reimbursements for mileage accuracy or duplicate trips
- Completes and submits payment spreadsheet to fiscal for processing payment

2. Register new clients in Ecolane for transportation services.

PERFORMANCE MEASURES:

- Determine if the client meets the eligibility criteria
- Complete the information in the systems database to enroll for services
- Gathered required enrollment documentation and scan into the clients file in the system
- Ensure information on file is accurate and updated as needed

3. Schedule reservations for rides based on client needs and availability of services

PERFORMANCE MEASURES:

- Receive reservation requests and enter trip into Ecolane
- Ensure trip request meets the travel lanes posted
- Select appropriate purpose for requested trip
- Close next day scheduling at 2p

4. Assist with Ecolane dispatching system by communicate with drivers their daily trip schedules to effectively deliver services and monitor daily activities

PERFORMANCE MEASURES:

- Assist with performing routine morning system checks with drivers to ensure they are logged into Ecolane and perform their pull-out routine
- Assist with performing daily no run review to ensure all trips are scheduled to a run
- Assist with driver routes to ensure stops are being performed in order and on time
- Assist with no shows to ensure drivers are calling in and not arriving outside of pick up time window
- Assist with the alerts screen to review logs, trips and driver performance
- Assist with adjust schedules throughout the day to adapt to changes or cancellations in the daily schedule

5. Attend required meetings and trainings.

PERFORMANCE MEASURES:

- Attend meetings as required
- Be prepared and participate.

OTHER DUTIES

1. Keep office space clean.
2. Perform other related duties as required.

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SUPERVISION RECEIVED

Supervision is from the Transportation Manager

QUALIFICATIONS

EDUCATION

- Associate degree in office administration or related field preferred

EXPERIENCE AND/OR TRAINING

- Five years experience working in office environment in lieu of degree

LICENSES OR CERTIFICATIONS

- None Required

KNOWLEDGE, SKILLS, AND ABILITIES

- Identify problems, inform others, and provide information to assist with solving the problem.
- Use verbal skills to communicate with co-workers or customers.
- Complete and maintain documentation/records.
- Addition, subtraction, multiplication, division, percentages, ratios
- Database/Contact Management Software
- Internet/E-mail
- Spreadsheet Software
- Word Processing Software
- Follow established confidentiality policy, safety standards, or applicable regulations
- Close attention to detail
- Meet frequent deadlines
- Manage multiple projects/tasks
- Communicate effectively and professionally
- Provide customer services best practice
- Organizational

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Signature of HR Representative