

**NAME:**  
**JOB TITLE:** MATP Coordinator  
**DEPARTMENT:** Transportation

**FLSA STATUS:** Non-Exempt  
**PAGE:** 1

**OVERALL PURPOSE**

This position is responsible for supporting MATP services and the daily operations of the Ecolane system to ensure clients receive transportation to their requested destination.

**ESSENTIAL FUNCTIONS**

**1. Coordinate MATP Services**

- Take reservations and schedule MedVan services
- Answer MATP related questions
- Ensure availability of mileage reimbursement forms for MATP clients
- Verify eligibility through PROMISE/EVS system and batch verification in Ecolane
- Verify and submit mileage reimbursements checking for accuracy and duplicate trips
- Completes and submits payment spreadsheet to fiscal for processing
- Contact medical providers daily to confirm client appointments
- Assist with daily and monthly reports as needed

**2. Register New Clients in Ecolane**

- Assess client eligibility for transportation services
- Enter client information into the systems database
- Gather and scan required enrollment documentation
- Ensure client information accurate and up-to-date

**3. Schedule Reservations Based on Client Needs**

- Receive and enter reservation requests into Ecolane
- Ensure trip requests align with posted travel lanes
- Select appropriate trip purpose
- Close next-day scheduling at 2 pm
- Adapt to various departmental tasks

**4. Assist with Ecolane Dispatching System**

- Communicate daily trips scheduled to drivers and monitor activities
- Performing routine morning system checks to ensure drivers are logged into Ecolane and follow pull-out routines
- Review daily no-run trips to ensure all trips are scheduled
- Monitor driver routes throughout the day to ensure timely and orderly stops
- Manage no shows by ensuring drivers call in and adhere to pick-up time windows
- Monitor the alerts screen to review logs, trips and driver performance
- Adjust schedules as needed throughout the day to accommodate changes or cancellations

**5. Adaptability and Continuous Improvement**

- Identify opportunities for process improvement and implement best practices
- Adapt to evolving organizational needs and contribute to strategic planning for future growth
- Pursue opportunities for continued professional development

**OTHER DUTIES**

1. Secure office at the end of each day and ensure all lights and machines are turned off
2. Maintain cleanliness of workstation
3. Perform other related duties as requested
4. Promote and maintain a team environment

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**SUPERVISION RECEIVED**

Reports to Director of Transportation

**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

**ADDITIONAL JOB REQUIREMENTS**

- Foster a positive, cohesive, and collaborative work culture
- Address and resolve day-to-day operational challenges promptly and efficiently
- Make informed decisions that align with organizational goals and values
- Communicate effectively with co-workers or customers
- Adapt to changes in work environment
- Utilize creativity and organizational skills
- Stay abreast of technological advancements and integrate relevant tools to enhance office efficiency

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To excel in this role, one must proficiently execute each vital task. The specified criteria outline the necessary knowledge, skill, and/or ability. Reasonable adjustments may be implemented to facilitate individuals with disabilities in carrying out these crucial functions.

I have carefully reviewed the provided job description and comprehensively grasp the outlined requirements. I am capable of fulfilling the essential functions of the role, whether with or without accommodations. I commit to executing all duties and responsibilities to the best of my capabilities.

Employee Acknowledgment

Supervisor Acknowledgment