**Express Transportation LLC**

**Non-Emergency Service Driver Job Description**

**Location:**

12345 Parklawn Drive, Suite 200

Rockville, MD 20852

**Contact:**

Email: Expresstransportationex@yahoo.com

Phone: (301) 792-1102

**Job Description:**

 As a **Transportation Specialist** at Express Transportation LLC, you will play a crucial role in delivering compassionate and friendly customer service. Your primary responsibilities include:

* Providing exceptional customer service by greeting and assisting patients at the beginning and end of each appointment. Going above and beyond to ensure patient satisfaction.
* Safely assisting patients in and out of vans, properly securing wheelchairs, and ensuring patient safety before and during transport. This includes the proficient use of wheelchair and stretcher lifts/devices.
* Always adhering strictly to traffic laws and prioritizing safety.
* Offering a positive and respectful experience for all passengers.
* Managing both “On Demand” and regularly scheduled appointments, always maintaining punctuality.
* Recognizing medical situations requiring further intervention and promptly communicating with appropriate personnel.
* Maintaining excellent communication with Dispatch and management regarding all appointments, schedule changes, traffic delays, and emergency situations.
* Collaborating effectively with facility personnel to ensure the best possible experience for both the facility and the patients.
* Always upholding a professional image in both appearance and behavior.
* Performing daily vehicle maintenance and ensuring a safe work environment.
* Being responsible for all equipment provided, including vehicles, phones, GPS devices, uniforms, etc.
* Utilizing GPS to accurately locate pick-up and drop-off locations.
* Complying with HIPAA policies to maintain patient confidentiality.

**Skills & Qualifications**:

* Completion of Wheelchair and Stretcher Securement, and Defensive Driving training.
* Must be 25 years of age or older.
* Strong, safe driving skills.
* Ability to pass a drug and background test, as well as participate in random drug testing. • Proficiency in using technology, including GPS, Bluetooth, and smartphone apps.
* Possession of a valid Maryland driver’s license.
* A clean criminal background and good driving record, with no more than one moving violation in the past three years.
* No history of license suspensions or severe citations, such as DUI, DWI, or hit & run incidents.
* Ability to think quickly, adapt to schedule changes, and multitask effectively.
* Exceptional customer service skills, with a focus on compassion, dependability, and timeliness.
* Strong communication skills and knowledge of patient safety protocols.

**Physical Ability:**

* Must be able to sit for periods of time while driving to and from destinations.
* Transitioning from sitting, standing, kneeling, and bending multiples times per day.
* Ability to Lift up to 20 and more pounds

**Our Mission**

 At **Express Transportation LLC**, our mission is to provide a safe, high quality transport system to physically challenged members of our community, offering exceptional service to those in need. We pride ourselves on exceeding customer expectations by ensuring timely and comfortable transport for all our clients. Joining our team means having the exciting opportunity to give back to the community and provide vital services to those who depend on us.

**QUESTIONNAIRE**

• Have you ever been denied a license, permit, or privilege to operate a motor vehicle?

If yes, please explain:

☐ YES ☐ NO

• Has any license, permit, or privilege ever been suspended or revoked?

If yes, please explain:

☐ YES ☐ NO

• Have you ever failed or refused a drug test? If yes, please explain:

☐ YES ☐ NO

• Have you had a DUI/DWI in the past three years?

☐ YES ☐ NO

• Do you have any traffic or CSA violations in the last three years?

 ☐ YES ☐ NO

 **EMPLOYMENT HISTORY**

The Federal Motor Carrier Safety Regulations (49 CFR 391.21) require that all applicants wishing to drive a commercial vehicle list all employment for the last three (3) years**. If you have driven a commercial vehicle previously, you must provide employment history for an additional seven (7) years (for a total of ten (10) years). Any gaps in employment more than one (1) year must be explained.**

Start with the last or current position, including any military experience, and work background (Attach separate sheets if necessary). You are required to list the complete mailing address, including street, city, state, and zip.

Current (Most Recent) Employer

• Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Position Held: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• From (Month/Year): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• To (Month/Year): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Reason for Leaving: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Salary: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Agreement**

I certify that my answers are true and complete to the best of my knowledge. If this application leads to employment, I understand that any false or misleading information in my application or interview may result in my termination.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_