

POSITION DESCRIPTION

TRANSPORTATION AID

Reports To: Clinic Director
SCU & 3rd Floor

Position Status: Non-Exempt

Supervises: No One

Effective Date: 06/01/09

GENERAL SUMMARY

The Transportation Aide is responsible to the Clinical Director SCU & Third Floor Community Dialysis Unit for assisting in transporting SEAKC patients from the front door to the unit and at the end of treatment to take patients from the unit to the front door. The position may also assist with operating telephone equipment and observing Office Services procedures; and performing project duties or other duties when required.

DUTIES and RESPONSIBILITIES

1. Plans and arranges day-to-day workload with supervisory and/or other personnel.
2. Acts as back up for building receptionist as required, including answering telephone, and message services; greeting and helping employees, patients, visitors, and callers..
3. Assists departments with projects such as envelope stuffing, collating, labeling, typing, and processing records.
4. Performs other duties and responsibilities as may be required.

PLANNING

This position is responsible for arranging assigned activities and planning how to complete assignments. These plans are based on established procedures and practices.

SUPERVISION and COORDINATION

This position does not supervise other persons but must maintain excellent working relationships with patients, staff, and outside transportation agencies.

EXTERNAL CONTACTS

This position has contacts with patients, visitors, vendors, repair technicians, and telephone callers.

DECISIONS

The position is responsible to the Clinical Director SCU & Third Floor Community Dialysis Unit for decision-making required to perform reception duties and responsibilities. These decisions are based on established procedures and practices. Typical decisions include: assisting patients in and out of wheel chairs, transporting patients to and from treatment areas, checking directories for address or phone locations; assisting patients; deciding how to handle unusual situations; and making sure Office Services procedures are followed.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in a health care environment. The transportation aid is not substantially exposed to adverse environmental conditions.
4. Physical activities require the ability to stand, walk, push, pull, reach, sit for extended period; use fingers to manipulate items, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers.
5. The physical requirements include the ability to lift/move objects weighing up to 200 pounds occasionally, and lift/move objects weighing up to 50 pounds frequently.
6. The position requires visual acuity to read, walk, push, pull, and work with multi-line phone system and perform other duties.

CUSTOMER SERVICE STANDARDS

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

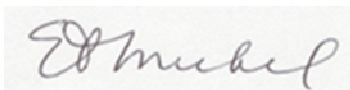
EDUCATION and EXPERIENCE

Escort/Transport Service Staff must have excellent work history, interest in the health care field, and ability to communicate effectively with a diverse group of patients, patients' family, NKC staff, medical staff, drivers and volunteers.

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REVIEW and APPROVAL



Vice President of Human Resources

Date

06/01/09
Date