



NORTH CENTRAL NEW MEXICO ECONOMIC DEVELOPMENT DISTRICT

Employment Opportunity

JOB TITLE: Transportation Coordinator/Mobility Manager

JOB DESCRIPTION: This is a full time, temporary position supervised from the Santa Fe office. This position will provide individualized scheduling services for Non-Emergency Medical Transportation (NEMT) coordination, including follow-up and referrals for individual seniors throughout Non-Metro Area Agency on Aging (NMAAAA) Planning and Service Areas (PSAs). In addition, this position will develop and operate a successful mobility management program by establishing key partnerships with stakeholders and coordinating NEMT services throughout NMAAAA's PSAs.

DUTIES & RESPONSIBILITIES

Duty	Percent of total
NEMT ride coordination for seniors	70%
Program administration to include coordinating transportation planning efforts and program promotion	25%
Ensures that services are billed properly	5%

This position requires service coordination and program planning skills, leadership qualities, good communication and customer service skills and the ability to keep accurate records. A close and effective working relationship with senior clients and transportation service providers is required. This position requires occasional travel throughout the state.

EXAMPLES OF WORK PERFORMED

- Provides call-in scheduling for individual senior clients to secure and coordinate their NEMT needs.
- Develops and maintains a coordinated client scheduling and tracking system to ensure services are being provided in a timely and appropriate manner.
- Ensures timely drop off and pick up times for scheduled medical appointments including troubleshooting of scheduling and service-related issues in real-time as they arise.
- Provides exceptional customer service by assuring the program is consumer friendly and consumer driven.
- Develops and maintains a working transportation referral network of service providers to improve NEMT service for seniors.
- Takes the lead to coordinate new NEMT service providers by establishing partnerships and coordinating with various agencies and organizations including but not limited to; the Veterans Health Administration, disability transportation services, established medical transportation networks, and subrecipient contractors.
- Research local transportation and mobility issues to identify areas with service gaps and forecasts future needs.
- Assesses feasibility for expansion of services; designs and implements NEMT services to fit the identified needs.
- Develops new funding and resources to provide NEMT services including fee for service and volunteer ride programs.
- Develops successful billing opportunities with various managed health care organizations.
- Develops and maintains NEMT mobility care coordination, service plan, and policies and procedures

for NMAAA.

- Develops transportation resources and promotional materials for use by partners, clients, and providers.
- Address transportation in the NMAAA Area Plan.
- Provides necessary technical assistance to NMAAA subrecipient contractors and partners.
- Makes recommendations for improvement of subcontractor contract compliance.
- Other duties assigned or necessary to meet the goals and objectives of NCNMEDD.

QUALIFICATIONS AND SKILLS REQUIRED

- Bachelor's degree in mobility management, social work, human services or a related field and three years of experience in transportation services and/or senior services. At NCNMEDD's sole discretion, direct or related experience may be substituted for education and vice versa.
- Demonstrated understanding and application of applicable federal, state, and local regulations and policies.
- Demonstrated understanding of mobility management program requirements.
- Valid New Mexico driver's license that will allow the candidate to travel, attend meetings, and coordinate services as needed.

KNOWLEDGE AND ABILITIES

- Knowledge of problem-solving techniques and ability to make good, sound judgment decisions.
- Ability to establish priorities and to assess and prioritize multiple tasks, projects and demands.
- Maintain effective working relationships with NCNMEDD staff, contractors, community partners, and Board members.
- Knowledge of federal, state, and local regulations and policies.
- Good oral and written communication skills.
- Attention to detail.
- Ability to work and perform in conflict/crisis environments.
- Knowledge of program planning concepts, principles, and practices.
- Proficient in Microsoft Word, Excel, e-mail, Internet, and database administration.
- Demonstrate behavior that maintains the organization's credibility, integrity, and positive image in the community.

SUPERVISORY RESPONSIBILITIES

This is not a supervisory position.

PHYSICAL DEMANDS

This position requires basic physical demands for working in an office environment including, sitting for extended periods, using computers and other typical office equipment, driving a car/van, carrying documents, and walking.

TRAINING

Mobility Management training is required. Standard training for all employees will be applied to this position as well as any training deemed beneficial by management in the future.

DECISION-MAKING

This position requires typical decision-making responsibilities required in a day-to-day office working environment.

COMMUNICATIONS

Interacts with NCNMEDD employees and contractors, social service transportation organizations and agencies, New Mexico State agencies staff, state, and local elected officials, the public, and private and/or corporate entities.

EQUIPMENT USED

Typical office equipment will be used such as computers, calculators, phones, copier/printers, projectors, and cars/vans.

WORK ENVIRONMENT

This position will work in a standard, smoke-free, indoor office environment with other staff. The position requires extensive travel.

CONDUCT

The North Central New Mexico Economic Development District (NCNMEDD) has a direct and vital impact on the quality of life for those we serve. Accordingly, the services we provide require honesty, impartiality, and fairness, and must be dedicated to the protection and promotion of the public health, safety, and welfare. As an employee and representative of NCNMEDD and its Board of Directors, all personnel are required to exhibit and practice the highest standard of honesty and integrity and must perform under a standard of professional behavior that requires adherence to the highest principles of ethical conduct in all aspects of the position.

APPLICATION DETAILS

Salary commensurate with qualifications and experience. Quality benefits package includes medical, dental, vision, paid time off and PERA retirement.

Candidate selected for full-time employment must successfully complete all pre-employment requirements (drug test and background check) prior to commencing employment.

Complete NCNMEDD Employment Application online on NCNMEDD website www.ncnmedd.com.

Application Deadline: Until Filled

Questions: Please contact Crystal L. Sanchez, Non-Metro AAA Director, at 505-310-4012 or crystals@ncnmedd.com.