

## UW HEALTH JOB DESCRIPTION

### TRANSPORTATION COORDINATOR

Job Code: 410023	FLSA Status: Non-Exempt	Mgt. Approval: R. Scheuer	Date: November 2023
Department: Supply Chain – Transportation Services		HR Approval: S. Whitlock	Date: November 2023

### JOB SUMMARY

The nature of the services provided by this position may affect UW Health Patients, Visitors, and Employees in all departments. A wide variety of both internal and external relationships are involved in carrying out the duties of this position. Under the direction of the Transportation Supervisor the primary objective of this position is to coordinate with UW Health Hospital Couriers and various departmental leaders to schedule and dispatch vehicles and drivers to transport lab samples, pharmaceuticals, linens and medical/surgical supplies to all UW Health facilities. Vehicle inspection and safety is a critical component of this position.

### MAJOR RESPONSIBILITIES

- Coordinate daily driver assignments.
- Maintain records of usage and availability of vehicles.
- Maintain UW Health vehicles. Arrange for scheduled maintenance, repairs and alternative vehicles as required.
- Handle phone calls from numerous clinics and departments requesting stat labs and general help.
- Schedule and update routes for drivers and distribute appropriate schedules to staff.
- Prioritize and distribute Transportation service requests to staff.
- Work with customers to define and optimize scope of proposed service requests.
- Evaluate and recommend method of project accomplishment.
- Assist with preparing detailed cost estimates for budget approval or funding decisions; prioritize scope of work to fit available funding, where funding is limited, in collaboration with the Transportation Manager.
- Review any project conflicts and customer services complaints and work to remedy the situation with the Transportation Supervisor.
- Maintain a register of all requests for services including, but not limited to, those received via telephone, email, voicemail, and work orders.
- Determine relative time and distance required to complete trip assignments.
- Give definite route instructions to couriers and to make necessary shifts and adjustments in schedules, and operation to meet workload requirements.
- Manage courier workflow including money bags, samples, and supplies.
- Attend meetings and communicate to Transportation Manager and Supervisor regarding new procedures, guidelines, or instructions.
- Coordinate and maintain database for tracking vehicles, schedules, and budget.
- Provide management the information required to improve work management, analyze performance of the department and to trend operational performance parameters.
- Ensure all special reports are documented and available for management use.
- Determine the schedule required for all special reports and insure they are printed and distributed when due.
- Promote good driving and vehicle maintenance practices and participate in safety programs.
- Drive Transportation vehicles as needed.
- Provide back-up for Transportation staff as needed.
- Assist with other projects, as assigned by the Transportation Supervisor.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent.
	Preferred	Bachelor's Degree in Business.
Work Experience	Minimum	One (1) year of experience in transportation field or related.
	Preferred	Three (3) years of customer service experience.
Licenses & Certifications	Minimum	Valid driver's license in the person's state of residence. <ul style="list-style-type: none"> <li>• Must be 21 years of age or have three (3) years of driving experience to operate a Patient/Visitor Vehicle or UW Health Vehicle other than a golf cart or utility terrain vehicle</li> </ul>

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	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Good communication and organizational abilities.</li> <li>• Ability to work independently.</li> <li>• Results oriented.</li> <li>• Strong problem-solving skills.</li> <li>• Effective interpersonal skills, including the ability to promote teamwork and ensure a high degree of internal and external customer satisfaction.</li> <li>• Consultative approach to working with users in assessing needs and requirements.</li> <li>• Ability to manage multiple tasks with ease and efficiency.</li> <li>• Consultative approach to working with users in assessing needs and requirements.</li> <li>• Maintains confidentiality of sensitive information.</li> <li>• Must be detail oriented and accurate.</li> <li>• Demonstrates service excellence in previous positions.</li> <li>• Displays an aptitude and willingness to learn new responsibilities.</li> <li>• Ability to prioritize work orders; schedule work insuring proper coordination of multiple skills, availability of materials, contract labor, and tools.</li> <li>• General knowledge of data base management systems.</li> <li>• Knowledge of purchasing and materials requisitioning procedures.</li> <li>• Solid understanding with MS Office software.</li> <li>• Thorough knowledge of traffic regulations.</li> <li>• Thorough knowledge of safety precautions to be followed while operating a motor vehicle.</li> </ul>

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>X Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide			

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occupational qualifications not indicated above:	
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**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.