

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612

COOK COUNTY HEALTH  
& HOSPITALS SYSTEM  
**CCHHS**

Job Code: 4012  
Grade: 22  
FLSA: Exempt

**Standard Job Description**

**Job Title**  
Transportation Services Manager - CCHHS

**Department**  
Transportation

**Job Summary**

The Transportation Services Manager is responsible for managing the activities of transportation supervisors, patient transporters, and dispatchers supporting transportation and morgue services locations throughout Cook County Health & Hospitals System (CCHHS). Manages patient satisfaction survey process and addresses patient issues. Monitors staff by conducting routine inspections overseeing preventable maintenance and repairs of equipment.

This position is exempt from Career Service under the CCHHS Personnel Rules.

**General Administrative Responsibilities**

**Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses independent judgment to identify operational staffing issues and needs and performs the following functions as necessary: hires, transfers, suspends, layoffs, recalls, promotes, discharges, assigns, directs or disciplines employees pursuant to applicable Collective Bargaining Agreements

**Supervision**

- Directs and effectuates CCHHS management policies and practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

**Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

**Employee Engagement**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements

### **Typical Duties**

- Plans and directs the patient transportation services for CCHHS
- Interviews, hires, and trains transportation support staff
- Conducts performance evaluations, provides feedbacks, and takes corrective action as necessary to facility desired results
- Identifies and develops mutual QPIs (Quality Performance Indicators) and reports results
- Trains and educates staff on the tools necessary to transport patients in a safe and customer service oriented manner emphasizes care and caution
- Manages staff adherence to Health Insurance Portability and Accountability Act (HIPAA) guidelines
- Schedules work assignments and shift for dispatch and patient transporters
- Maintains safe, secure, and healthy work environment by ensuring staff compliance with policies and procedures
- Communicates with clinical staff to address any concerns
- Evaluates and implements improvements to existing processes and makes recommendations to improve response system services
- Ensures personnel resources and equipment are available to effectively execute work objectives as scheduled
- Provides in-service training to changes or updates in policies and procedures
- Monitors staff by conducting routine inspections overseeing preventable maintenance and repairs of equipment including cleaning and disinfecting of wheelchairs, gurneys, etc.
- Works to build relationships between dispatchers and patient transporters
- Collects, analyzes, and summarizes reports to identify trends in transportation services
- Assists in the oversight of operational expenses and prepares budget analysis by comparing revenue and experience to explain budget variances
- Performs other duties as assigned

### **Reporting Relationships**

Reports to the Director of Support Services

### **Minimum Qualifications**

- High School Diploma with eight (8) years of full-time transportation work experience OR Bachelor's Degree with four (4) years of full-time transportation work experience
- Two (2) years of full-time work experience as a patient transporter or dispatcher in a healthcare setting
- Three (3) years of full-time management or supervisory work experience

### **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of transportation scheduling and dispatch procedures
- Knowledge of inventory control processes including ordering, tracking, and timely reordering of materials, supplies, and/or equipment
- Knowledge of and fulfillment requirements for contractual obligations
- Knowledge of safety policies, procedures, and external regulations to handle accidents and/or emergencies
- Knowledge of Occupational Safety and Health Administration (OSHA), Hazmat, and Health Department regulations, including, but not limited to, local and state regulations, infection control, and safety codes (i.e. Quality Assurance, Safety, Operations, Personnel, JCAHO)

**Knowledge, Skills, Abilities and Other Characteristics continued**

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate good team building and communication
- Ability to meet appropriate confidentiality standards for protected health information (PHI)
- Ability to train by presenting concepts and demonstrating tasks
- Ability to prioritize, plan and organize projects and tasks
- Ability to gather, compute, and analyze material data
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to detect malfunctions in daily operations, including scheduling issues, production errors, process problems, and determining root causes and appropriate solutions for operating errors
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team

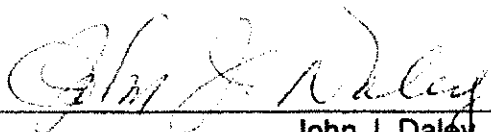
**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval:

  
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John J. Daley  
Director of Support Services

4/27/16

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief of Human Resources

\_\_\_\_\_  
Date