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## Non-Medical Emergency Driver Job Description

### Role and Responsibilities

**Role:** Our drivers are compassionate, caring, reliable and responsible individuals charged with getting clients with mobility challenges to their destinations safely, reliably, and on time.

#### Job Responsibilities:

- Show up to work in a timely manner and ahead of time
- Take work orders from supervisor for client trips
- Drive clients to their destinations on time, preferably ahead of time
- Assist clients as they get into and out of the vehicle
- Report back to the dispatchers when clients have been dropped off at their destination
- Report traffic delays and route back to dispatchers
- Report any incidents or accidents to the supervisor
- Operate wheelchair lifts as needed
- Adhere to company policies and protocol

#### Qualifications and Education Requirements:

- Must have previous customer service experience with a good track record of assisting customers in a thoughtful, caring and timely manner
- Must possess a valid Driver's License (for at least 3 years)
- Must have a clean driving record with no points
- Must have a great work history with a track record of being a reliable responsible individual (must provide references from previous employer(s))
- Must have a high school diploma or GED

#### Preferred Skills:

- Know how to keep a level head in a busy environment
- Must be passionate about helping people
- Great communication skills
- A good working knowledge of the Cleveland area is a plus
- First Aid/CPR certification a plus but not required (we will train and certify you if needed)
- Pass a DOT Physical



**Additional Notes:**

The candidate for this position will be a great communicator, enthusiastic about the opportunity and have great experience in customer service. On-the-job training will be provided.

**At ILF Transportation, we:**

1. Train our drivers thoroughly.
2. Adhere to a regularly scheduled, written vehicle maintenance program.
3. Ensure that company vehicles are washed, cleaned and inspected on a regular basis.
4. Equip each company vehicle with 2-way communication.
5. Meet/exceed local, state and industry insurance requirements.
6. Registered with the Ohio Department of Transportation (ODOT), or local State Department.

***ILF Transportation utilizes a driver screening program.***

***ILF Transportation is an equal opportunity employer.***

***All positions will be cross-training in all areas of ILF Transportation.***

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