Job Description

Title: Fleet Manager

Reporting To: VP Patient Services

Department:

Location:

FLSA Classification: Exempt

Salary Grade:

Created Date: June 3, 2015

Version: 1.0

Position Summary

Manages, analyzes, plans, and directs the activities, and operations of the Fleet Management Program of Swope Health Services. Provides operation oversight, day to day management, customer interface, and required reporting and compliance mandates.

Primary Functions

Title and Description

Fleet Management Program

Manage, plan, and direct SHS’s Transportation/Fleet Management Program.

Logistics

Strategically plans and manages logistics of SHS transportation fleet. Daily organization of driver routes and schedules to ensure expedient and efficient transportation of patients. Evaluate route additions and changes for the purpose of keeping routes efficient. Ensures the safe and timely transportation of patients to and from SHS locations.

Management

Supervise and manage associates in Transportation Department. Supports associate retention through coaching and evaluating associate performance.

Patient Satisfaction

Resolves transportation concerns with associates, patients and the community.

Financial Management

Plan and prepare annual budget, expenditures and analyze all financial objectives.

Physical Assets

Ensures proper use and care of physical assets, helps to prevent equipment failures, controls costs, manages external vendor relationships, works closely with auto mechanics and internal
customers, and performs regular equipment and facility audits.

**Regulations and Policy**
Maintain equipment records in accordance with federal, state and local laws, policy or regulation; inventory state inspection.

**Equipment Maintenance**
Monitor fleet vehicle equipment maintenance. Reviews the results of repairs, and performs vehicle audits to ensure mechanics adhere to safety and best practices standards. Analyze equipment or vehicle system failures to determine root causes and resolve problems, and plans and coordinates equipment repairs with internal and external groups (e.g., drivers, vendors).

**Vehicle Safety**
Supports vehicle safety and regulatory compliance by conducting facility audits, following up on issues, and coordinating safety and regulatory training.

**Reporting**
Develop/run/analyze productivity and operational reports.

**Fuel Purchase**
Streamline and monitor fuel purchase system for all vehicles and drivers.

**Vehicle Purchases**
Plan, process and execute vehicle purchase and vehicle replacement through efficient settlement.

**Training**
Determine employee training needs to produce continuous development plans. Ensures implementation of continuous on-the-job training for transportation personnel. Initiates training programs, vehicle utilization, First aid, CPR, traffic regulation and safe driving.

**Staffing**
Recruits, selects, hires, trains and in-boards new associates. Forecast staffing, workload and performance results to meet business demands.

**Primary Functions - Additional Information**

**Core Values**

**Title and Definition**

**Integrity**
Open and honest and delivers what is promised. Meets the highest ethical standards in all work. Takes personal responsibility for actions and treats everyone fairly and with trust and respect.

**Compassion**
Responds with care and concern to the needs of all individuals.

**Accountability**
Responsible as individuals and as members of the community for the consequences of our actions.

**Respect**
Acknowledges and honors the individual differences and the rights of all persons.

**Excellence**
Is committed to providing individuals and the community the best healthcare; delivered by patient-focused, highly qualified and respected associates. Continuously strives to exceed expectations of those served.

**Teamwork**
Has a commitment to shared goals, full engagement in problem solving, and willingness to hold myself and others accountable for producing results in the most efficient and effective manner.

---

### Core Competencies

**Title and Definition**

**Building Organizational Commitment**
Demonstrates commitment, loyalty and appreciation for the organization. Conveys a high level of concern for the well-being of all employees, helping to ensure that both their needs and those of the organization are met. Consistently speaks highly of the organization, its employees and its mission.

**Conflict Resolution**
Takes actions that resolve conflicts in a manner that is best for both the organization and the individuals involved. Addresses complaints and problems quickly and effectively, keeps all parties informed of the status of any negotiations required, encourages employees to report problems or concerns and negotiates outcomes that are viewed as fair and even-handed.

**Corrective / Disciplinary Action**
Takes timely corrective/disciplinary actions that are consistent, well-documented and defensible. Uses good judgment regarding when to take immediate action and when to consult others about an appropriate response to behavior patterns or unacceptable incidents. This use of good judgment results in actions that are viewed as fair and appropriate when reviewed by others.

**Cost Awareness**
Demonstrates an ongoing awareness of budget levels and the ramifications of exceeding them. Regularly tracks expenses against budget projections to ensure that spending levels can be adjusted as necessary. Cost-conscious and tends to stay within budget.

**Education and Self Development**
Makes it a practice to take charge of self-development by soliciting feedback, setting priorities, and then acquiring or strengthening skills and knowledge through coursework or other methods.

**Encouraging Customer Focus**
Consistently conveys that customers are the highest priority. Respects customer needs and expectations and lets customers know if their expectations cannot be met. Refrains from complaining about (or speaking negatively about) customer behavior or expectations. Communicates in a manner
that promotes and sustains customer satisfaction and encourages others to do the same. Achieves these outcomes by ensuring that customer needs and deadlines are realistic and that they are met. Publicly recognizes those who deliver excellent customer service.

**Encouraging Skills Development**
Encourages and facilitates skills development by finding training and development activities and resources, identifying areas that need development, reducing or neutralizing barriers to such development, encouraging and motivating skills development and framing skills development as a desirable and practical way to enhance long-term personal impact and effectiveness.

**Equitable Treatment**
Treats everyone in a manner that demonstrates fairness and consistency. Is highly aware of the need for consistency and an even-handed approach when it comes to decisions affecting education and training opportunities, distribution of work assignments, access to privileges or visibility, credit for accomplishments, etc.

**Initiative**
Recognizes opportunities and initiates actions to capitalize on them. Looks for new and productive ways to make an impact. Demonstrates this characteristic when it comes to generating new ideas or processes, capitalizing on new business opportunities, seeking out and taking on increasing responsibility or resolving problems as they occur. Uses sound judgment about when to take action and when to seek guidance or permission.

**Managing Employee Performance**
Takes action to ensure that employees fully understand their roles, responsibilities and performance standards/expectations and provides ongoing feedback and support as employees strive to achieve expectations. Engages in two-way conversations throughout the year that ensure an up-to-date understanding of expectations, performance gaps and actions required to close any gaps.

**Motivating Team**
Takes action that results in a high level of morale and motivation among team members. Assesses and communicates progress on work goals and objectives as well as the level of morale on the team. Raises the motivation level of the team and heads off issues that might lower morale if they were not handled in a timely and effective manner. This is quite different from those leaders who pay little attention to team morale and fail to take steps that would positively affect motivation levels.

**Performance Appraisals**
Ensures that performance appraisals are fair, objective and timely. When rating performance, considers each employee’s role and experience along with any circumstances that affected performance. Rates on the basis of fair and realistic expectations regarding both results expected and competencies demonstrated. Understands the competencies required by those being assessed and can describe gaps in a clear and effective manner. Ensures that feedback is ongoing and that appraisal documentation is submitted for review on time.

**Providing Feedback to Direct Reports**
Provides performance feedback in a timely and effective manner. Keeps employees informed about what is going well and what needs to be improved. Such discussions are frequent and clear and also serve to encourage positive behaviors.

**Training and Development**
Ensures that staff members get a sufficient amount of orientation, training and developmental
opportunities to maximize their chances of being successful in their assignments. Views training and
development as an investment in employees and uses mentoring, cross-functional assignments, job
rotation or other on-the-job learning opportunities to enhance the depth and breadth of skills and
experience. Also encourages self-development activities.

**Writing Skills**
Produces clear and complete written reports that meet the needs of the customer. Written reports use
words and tone that are appropriate for the intended audience and are produced and distributed in a
timely manner.

### Qualifications

#### Education Requirements

<table>
<thead>
<tr>
<th>Degree</th>
<th>Field of Study</th>
<th>Required/Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associates</td>
<td>Other</td>
<td>Required</td>
</tr>
<tr>
<td>Bachelors</td>
<td>Other</td>
<td>Preferred</td>
</tr>
</tbody>
</table>

**Additional Information**

4 year degree in transportation or logistic related field and 8 years experience
Associates degree in transportation or logistics related field and 10 years of experience.

#### Experience Requirements

<table>
<thead>
<tr>
<th>Years of Experience</th>
<th>Type of Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 years</td>
<td>Supervising staff in transportation logistics.</td>
</tr>
</tbody>
</table>

#### Additional Experience Information

#### Additional Requirements

Fleet Management Certification Preferred

#### Certification & Licensures Requirements

<table>
<thead>
<tr>
<th>Title</th>
<th>Province/State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid Driver's License</td>
<td>Missouri</td>
</tr>
<tr>
<td>Valid MO Class E or Chauffers License (CDL) or eligible to obtain one.</td>
<td>Missouri</td>
</tr>
<tr>
<td>Posseses or ability to obtain a Kansas CDL.</td>
<td>Kansas</td>
</tr>
</tbody>
</table>
## Physical Demands - General Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Regularly</th>
<th>Frequently</th>
<th>Occasionally</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sitting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Walking</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Bending</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Reaching - with arms and hands</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Manual Dexterity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driving</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Lifting</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

## Associate Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an associate, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an associate, I will strive to uphold the mission and vision of the organization. All associates are required to adhere to the core values in all their interactions with customers and fellow associates.