

**BOARD OF REGENTS  
STATE OF IOWA  
REGENT MERIT SYSTEM**

**Class Title:** Patient Transport Coordinator

**Class Code:** 8251

**Pay Grade:** 112

**GENERAL CLASS DESCRIPTION:**

Under general supervision, coordinates and directs the operation of the Hospital Patient Transportation Fleet. Provides administrative supervision to employees in the work unit.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

1. Routes Hospital cars for Hospital units and Departments to and/or from locations throughout the state.
2. Is responsible for providing Infant Transport Vehicle service within a ninety mile radius to and from University Hospitals, transporting infants, on a seven day a week, twenty-four hour a day basis.
3. Is responsible for the shuttle pick-up service, providing patient transportation to and from prosthetic and shoe suppliers.
4. Provides information regarding transportation services to physicians, nursing personnel in University Hospital and health care facilities throughout the state.
5. Responsible for providing transported patients detailed information regarding the trip and advising patient transportation staff on medical needs of patient during the trip, requiring a knowledge of the patient's medical records.
6. Schedules commercial ambulance, bus, and/or car transportation in the event that the hospital fleet is not available when needed.
7. Reviews and verifies vouchers and other records for payment including supplies, operational cost of trips, maintenance costs of fleet, and payroll.
8. Acts as liaison between employees within the Patient Transportation Fleet, Hospital Departments, and mechanics.
9. Interviews and hires or effectively recommends the hiring of new personnel, including patient transport drivers, escorts, secretaries and car washers. Evaluates employee performance, and effectively recommends discipline, promotions, merit increases and terminations.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

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10. Trains and orients new employees.
11. Serves as 1st step in the Grievance Procedure.
12. Operates motor vehicles as required and in emergency situations.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Ability to communicate effectively with coworkers and patients.
2. Ability to perform with accuracy and efficiency during periods of pressure and stress.
3. Ability to safely operate and ensure proper maintenance of vehicles.
4. Knowledge of proper cargo loading and securing techniques.
5. Knowledge of the rules and regulations governing operation of state vehicles.
6. Knowledge of motor vehicle laws.
7. Knowledge of proper bending and lifting techniques and ability to lift and carry 80 pounds.
8. Ability to organize and prioritize multiple tasks.
9. Ability to exercise functional and administrative supervision over employees.
10. Ability to make decisions requiring interpretation and judgment.

**MINIMUM ELIGIBILITY REQUIREMENTS:**

1. Possession of chauffeur's license.
2. Three years of related experience within a department providing dispatching and transportation services to hospital patients.