



VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

JOB DESCRIPTION

POSITION:	FACILITIES/TRANSPORTATION/END USER SUPPORT
REPORTS TO:	DIRECTOR OF OPERATIONS - BISHOP
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

The Facilities/Transportation/End User Support is responsible for providing maintenance, transportation and end user support and services to clients that utilize the services of Valley Health Team. The driver will provide transportation for our clients to and from their appointment(s) at our facilities or any referred outside entities in safe and professional manner. In addition, this individual will be responsible for keeping the vehicle and the equipment maintained, ensuring that the vehicle has all necessary supplies, and notify office of any changes in shift schedule or patient care. In adjacent to this, will provide maintenance services as needed and/or assigned; assisting in a wide variety of maintenance activities. This individual will address immediate operational and/or safety concern and ensure that tools, materials and vehicles are maintained in good working order and are available at facility when needed. In addition, will perform end user support services where individual will be responsible for the support of hardware, software, and data related telecommunications.

DUTIES AND RESPONSIBILITIES:

1. **FACILITIES:** Maintenance responsibilities will consist of arranging furniture and equipment for the purpose of providing adequate preparations for special events.
2. Clean facilities and grounds areas as needed and/or assigned for the purpose of providing an effective working environment, preventing damage and/or limiting liability exposure.
3. Orders and stocks needed materials and supplies.
4. Provide maintenance and minor repairs to plumbing, electrical, HVAC and sprinkler systems; may perform routing carpentry work.
5. Perform some repairs and maintenance of buildings by patching walls and doors, painting walls and trim, and replacing fixtures.
6. Prepare written materials (e.g. repair status, activity log, etc.) for the purpose of documenting activities and/or conveying information
7. **TRANSPORTATION:** Meet transportation needs of clients seeking services at Valley Health Team including prioritizing and confirming transportation arrangements.
8. Transporting patients in a safe and professional manner.
9. Work with Medical, Dental, Optometry and/or Program staff to organize, schedule, and provide transportation services to the patients of Valley Health Team.
10. Responsible for reporting all vehicle maintenance and routine servicing to the Facilities & Transportation Supervisor; works with the supervisor to complete vehicle maintenance and routine servicing needs.
11. Keep the van clean and comfortable at all times, maintain all vehicle transport and maintenance logs, immediately report mechanical difficulties or repair needs to supervisor.
12. Maintain an updated schedule of transportation requests.
13. Must be capable of understanding directions and the ability to read and use maps accurately; must follow and adhere to all California traffic laws.
14. Must secure vehicle each evening.
15. Track fuel consumption and mileage of transportation vehicle.
16. Track patient demographics.
17. Assist in establishing policies and procedures for the transportation department.

18. **END USER SUPPORT:** Administer all user-facing IT equipment, including desktop computers, laptops, printers, and other equipment.
19. Apply understanding of computer software and hardware to diagnose problems, determine appropriate course of action, provide complete follow-through to successful resolution or escalate to appropriate support technician and/or department.
20. Troubleshoot and support VHT applications, network connectivity, user accounts, network printing, and other desktop hardware/software issues; make repairs and corrections where required.
21. Work with other IT support staff to implement, maintain, and troubleshoot internal network connectivity for customer computing equipment.
22. Maintain, configure, and upgrade computer systems; perform minor computer repairs and coordinate vendor support for more critical repairs.
23. Maintain and update hardware and software inventories on desktop equipment.
24. Install, assemble and configure computers, monitors, network infrastructure and peripherals such as printers, scanners, and related hardware.
25. Act as a technical resource in assisting users to resolve problems with equipment and data; provide help desk support to facilitate exchange of information and advise fellow employees; implement solutions or notify outsource providers as required.
Maintain current knowledge of hardware, software and network technology and recommend modifications as necessary. Occasionally required to perform job duties outside of normal business hours.
26. On a temporary basis, may be required to work at any satellite facility.
27. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
28. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
29. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
30. Practice CICARE phone etiquette during all phone interactions.
31. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
32. Respect privacy and dignity of our patients, family members, visitors and co-workers.
33. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
34. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
35. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
36. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
37. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. High School Diploma or GED equivalency
2. Minimum one (1) year work experience and/or training or equivalent combination of education and experience in the information technology field.
3. Minimum one (1) year work experience in custodial, building maintenance or general labor
4. Current Basic Life Support card
5. Strong customer service skills (preferably within a service industry)
6. Ability to communicate to patients in a pleasant manner and show professionalism at all times
7. Fluent conversational English/Spanish preferred
8. Prior work experience in healthcare facility highly preferred
9. Knowledge of custodial equipment and basic tools utilized in building maintenance; considerable knowledge of maintenance and repair work and thorough knowledge of proper safety techniques and procedures
10. Skill in the operation of a variety of hand tools
11. Ability to understand and carry out routine oral and written instructions

12. Ability to make routing decisions independently
13. Ability to sustain long periods of light to moderately heavy physical activity and work harmoniously with others
14. Experience with Microsoft Currently Supported Windows Operating Systems and Microsoft Currently Supported Office Suite; user account creation and internet email configuration understanding.
15. Understanding of Cisco switches, routers and TCP/IP networking.
16. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
17. Ability to be flexible with work schedule and available to work at all site locations
18. Possession of a valid California Driver License and Class B license, current proof of automobile insurance, and a clean driving record.
19. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date