

Alternative Therapies Group, Inc.

Job Description

Job Title: Transport Manager
Department: Transport
Reports to: Director of Security

Overview:

Responsible for overseeing all day-to-day operations of the transportation department, including home-delivery services. The Transport Manager is responsible for managing transport operations in strict accordance with state statutes, DPH regulations, local ordinances and company policies. The Transport Manager seeks to maximize revenues while minimizing costs. He/she will ensure that compliance standards, inventory integrity, staff/patient safety, and excellent customer service standards are met at all times. The Transport Manager is also required to assist with human resources, logistics, information technology, security procedures, and customer service as needed to properly manage the transportation department. Salary range \$50k-\$60k per year based on experience.

Key Duties and Responsibilities:

- Ensuring the integrity and appropriateness of inventory levels to support daily transports
- Ensuring there is zero inventory shrinkage related to transports
- Dealing with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organizing training and development
- Uses the inventory system to ensure all relevant information is recorded and tracked accurately
- Maintain the integrity and security of cash and inventory at all times through enforcing company policies including proper documentation, storage and transportation
- Managing proper vehicle/staff monitoring and communications at all times
- Maintaining relationships with state and local law enforcement as necessary
- Preparing for and participating in DPH and municipal inspections
- Maintain patient confidentiality at all times
- Implement new initiatives as needed in the transport program
- Managing and motivating a team to improve and ensure efficiency
- Ensuring standards of quality, customer service, and health/safety are maintained
- Responding to customer questions, complaints and comments
- Updating colleagues on business performance, new initiatives and other pertinent issues
- Regularly talking to employees and customers, and identifying/ resolving urgent issues

Employment Requirements:

- Must have a valid MA Drivers license and proof of insured reliable transportation
- Must be 21 years of age
- Punctual, meticulous, reliable
- Courteous manners with patients
- Submit to a full background check
- Previous retail management and logistics experience preferred

Qualifications:

- Excellent communication skills
- High level of responsibility
- Flexibility and willingness to pitch-in wherever needed
- Must be confident and customer service oriented when dealing with patients/customers on the phone and in person as well
- Compassion for patients

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required for the position. The Company, rather than management, retains the discretion to add or change duties of this position at any time.

Alternative Therapies Group is an Equal Opportunity Employer.