BEST VALLEY LLC
Non-Emergency Medical Transportation
6901 S. McClintock Dr, Tempe, Arizona 85283
Office: 602-41-90888 | Fax: 602-755-6066

JOB DESCRIPTION — DISPATCHER / SCHEDULER

Version 1.0

JOB DESCRIPTION

Dispatcher / Scheduler

Job Title: Dispatcher / Scheduler · Department: Operations

Reports To: Operations Manager / Owner · FLSA Status: Non-Exempt (Hourly)

Schedule: 7:00 AM to 5:00 PM, Monday through Friday; on-call as assigned · Location: Tempe, Arizona (office)

Position Summary

The Dispatcher is the operational hub of Best Valley LLC. This role schedules and coordinates all client trips, verifies eligibility and authorizations, routes drivers efficiently, and keeps constant, professional communication flowing between clients, drivers, facilities, and payors. Accuracy in this role directly protects the company's revenue and its reputation for reliability.

Essential Duties & Responsibilities

- Schedule, confirm, and dispatch all client trips; build efficient daily routes and driver assignments.
- Verify client eligibility with AHCCCS/Medicaid and contracted payors before service is provided.
- Obtain and track prior authorizations, including for trips exceeding 100 combined miles, submitting requests at least 72 business hours before the date of service.
- Maintain daily two-way communication with every driver, at minimum at the start and end of each day, and monitor trip status throughout the day.
- Enter and maintain accurate trip data, client records, mileage, and billing documentation in company systems.
- Handle incoming calls from clients, caregivers, and facilities promptly and courteously; resolve scheduling conflicts and service issues.
- Track vehicle assignments, report vehicle concerns raised by drivers, and coordinate maintenance scheduling with management.
- Monitor GPS tracking and report safety or route concerns to management.
- Support billing by ensuring trip documentation is complete, accurate, and submitted on time.
- Protect client information in accordance with company policy and HIPAA requirements.

Required Qualifications & Credentials

- High school diploma or GED.
- Strong phone etiquette and clear written and verbal communication skills.
- Proficiency with computers, spreadsheets, and scheduling or dispatch software (or the ability to learn quickly).
- Strong attention to detail and accuracy, especially with trip data, eligibility, and authorizations.
- Ability to stay organized, prioritize, and remain calm under pressure in a fast-moving environment.
- Successful completion of a criminal background check and pre-employment drug screen.

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Preferred Qualifications

- Prior dispatch, scheduling, call-center, or medical-office experience.
- Familiarity with AHCCCS/Medicaid transportation requirements and prior-authorization processes.
- Knowledge of the local service area's geography.
- Bilingual (English/Spanish or other languages) a plus.

Physical Requirements & Work Environment

- Extended periods working at a desk using a computer, telephone, and radio/mobile systems.
- Fast-paced office environment with frequent interruptions and simultaneous priorities.

Equal Opportunity Employer

Best Valley LLC is an equal opportunity employer. All applicants and employees are considered for hire, promotion, and job status without regard to race, color, religion, creed, sex, pregnancy, marital status, national origin, age, genetic information, veteran status, or physical or mental disability, or any other status protected by applicable law. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

Acknowledgment

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all duties, responsibilities, or qualifications, and duties may be modified at any time based on business needs. Employment with Best Valley LLC is at-will.