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

JOB DESCRIPTION — NEMT DRIVER

Version 1.0

JOB DESCRIPTION

Non-Emergency Medical Transportation (NEMT) Driver

Job Title: NEMT Driver · Department: Operations

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

Schedule: 7:00 AM to 5:00 PM, Monday through Friday; on-call as assigned · Location: Tempe, Arizona & surrounding areas

Position Summary

The NEMT Driver provides safe, courteous, and dependable door-to-door transportation for clients traveling to and from medical appointments, dialysis, therapy, and other authorized destinations. The Driver is the face of Best Valley LLC in the community and is expected to deliver every trip with professionalism, compassion, and strict attention to safety, punctuality, and client dignity.

Essential Duties & Responsibilities

- Safely transport clients to and from scheduled appointments, following assigned routes and pickup/drop-off times.
- Assist passengers in and out of the vehicle, including clients using wheelchairs, walkers, or other mobility aids; properly operate lifts, ramps, and securement equipment where applicable.
- Perform and document daily pre-trip and post-trip vehicle inspections; promptly report any mechanical issues, damage, or needed repairs to the office in writing.
- Maintain accurate trip logs, mileage records, and timesheets, and submit them by established deadlines.
- Communicate with Dispatch at the start and end of each shift and throughout the day regarding trip status, delays, cancellations, and add-ons.
- Keep the assigned vehicle clean, fueled, and presentable inside and out at all times.
- Protect client privacy and safeguard all client information in accordance with company policy and HIPAA requirements.
- Follow all traffic laws and company safety policies, including the prohibition on handheld phone use while driving.
- Respond professionally and calmly to emergencies, following company incident and accident procedures, including calling 911 when needed.
- Provide courteous, respectful service to clients, caregivers, and facility staff at all times.

Required Qualifications & Credentials

- Must be at least 21 years of age with a valid driver's license.
- Clean 39-month Motor Vehicle Record (MVR).
- Valid Level One Fingerprint Clearance Card (or ability to obtain).
- Current First Aid and CPR certification.
- Defensive Driving certificate.
- Passenger Assistance Safety and Sensitivity (PASS) certification.

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- Successful completion of a criminal background check and pre-employment drug screen; subject to random drug and alcohol testing thereafter.
- Ability to read maps/GPS, follow schedules, and communicate clearly in English, verbally and in writing.
- Reliable, punctual, and able to work independently with minimal supervision.

Preferred Qualifications

- Prior experience in NEMT, paratransit, rideshare, delivery, or professional driving.
- Experience working with elderly passengers or individuals with disabilities.
- Bilingual (English/Spanish or other languages) a plus.

Physical Requirements & Work Environment

- Ability to sit and drive for extended periods throughout a shift.
- Ability to bend, kneel, reach, and lift or assist up to 50 lbs when helping passengers and securing mobility equipment.
- Ability to work outdoors in local weather conditions during passenger assistance, loading, and inspections.
- Regular local travel throughout the service area and occasional longer-distance trips.

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.