BEST VALLEY LLC
Non-Emergency Medical Transportation
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JOB DESCRIPTION — OPERATIONS MANAGER

Version 1.0

JOB DESCRIPTION

Operations Manager

Job Title: Operations Manager · Department: Administration

Reports To: Owner / Managing Member · FLSA Status: Exempt (Salaried)

Schedule: Full-time; availability for after-hours escalations · Location: Tempe, Arizona

Position Summary

The Operations Manager oversees the day-to-day operations of Best Valley LLC, including fleet management, driver supervision, dispatch oversight, regulatory compliance, and quality of service. This role ensures that every trip is delivered safely, on time, and in full compliance with AHCCCS/Medicaid provider requirements and state transportation regulations, while building a professional, accountable team culture.

Essential Duties & Responsibilities

- Supervise drivers and dispatch staff, including scheduling, coaching, performance management, and enforcement of company policies.
- Lead recruiting, hiring, and onboarding; ensure every driver's required credentials are collected, verified, and current before they operate a vehicle.
- Maintain a credential-tracking system covering licenses, MVRs, fingerprint clearance cards, CPR/First Aid, defensive driving, PASS certification, drug tests, and background checks, with renewals completed before expiration.
- Manage the fleet: preventive maintenance schedules, weekly inspections, repairs, registrations, insurance, and vehicle assignments.
- Ensure compliance with AHCCCS/Medicaid provider requirements, contract terms, and state Department of Transportation regulations.
- Oversee the prior-authorization and eligibility-verification processes to minimize denied claims and lost revenue.
- Develop, implement, and enforce safety programs, accident/incident procedures, and drug-free workplace policies.
- Review GPS tracking reports and address speeding, harsh driving, or unauthorized vehicle use.
- Monitor key performance indicators, including on-time performance, complaints, denials, vehicle downtime, and cost per trip, and report regularly to ownership.
- Serve as escalation point for client, facility, and payor concerns, and resolve service failures promptly and professionally.

Required Qualifications & Credentials

- 3+ years of experience in transportation, logistics, fleet, or healthcare operations, including supervisory experience.
- Working knowledge of NEMT, Medicaid/AHCCCS transportation requirements, or the demonstrated ability to master them quickly.
- Strong leadership, organization, and conflict-resolution skills.

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- Proficiency with scheduling/dispatch software, GPS fleet tools, and Microsoft Office or Google Workspace.
- Valid driver's license with a clean 39-month MVR.
- Successful completion of a criminal background check and pre-employment drug screen.

Preferred Qualifications

- Prior NEMT, paratransit, ambulance, or home-health operations management experience.
- Experience with Medicaid billing, claims, and prior authorizations.
- CPR/First Aid instructor certification or safety-program experience.

Physical Requirements & Work Environment

- Combination of office work and field work, including vehicle inspections and occasional driving coverage.
- Ability to respond to after-hours operational emergencies as needed.

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.