



Position Description

QUALITY ASSURANCE SPECIALIST

Department: Medical Transportation
Brokerage

Exempt: no

Reports To: Quality Assurance Coordinator

Date: July 2022

Position Summary

This position is primarily responsible for ensuring a consistently high level of service is provided to consumers by Transportation Providers, as well as GATRA staff.

Primary Responsibilities:

1. Research and respond to escalated complaints initiated by consumers, HST Staff, Medical Providers, etc.
2. Ensure Complaints/Incidents submitted by GATRA employees, as well as Transportation Providers meet minimum requirements (i.e. full details, submitted within appropriate timeframe, etc.)
3. Provide follow-up to consumers, HST Staff, Medical Providers regarding resolution/outcome of submitted complaints
4. Train new Transportation Providers and GATRA staff on usage of Complaint Management System, to ensure consistency in complaint/incident submission formats
5. Monthly Reporting to the HST/Oversight Office

Other Responsibilities:

1. Attend any training programs that are deemed to be beneficial to the position and communicate all new content learned to appropriate recipients
2. Other duties as assigned by the Quality Assurance Coordinator.

Position Requirements:

Applicant must possess a valid State Driver's license, have the ability to travel with limited advanced notice, experience completing inspections or utilizing check lists to complete tasks (vehicle or machinery related preferred), be skilled in the use of the Microsoft suite of products, including Excel, Word, PowerPoint, & Outlook, be skilled in the use of tablets or mobile devices and possess strong attention to detail.

Minimum education requirement of High school diploma or G.E.D. equivalent. Prior experience as a trainer/training coordinator preferred.

Physical Demands/Conditions:

This position includes a requirement of traveling various distances in order to perform necessary position requirements, the ability to squat and bend down and the ability to stand for up to 2 hours at a time.

Equipment Used:

Company-owned computers/software, company-owned vehicles

Supervisory Scope:

None