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Transport Aide

JOB CODE	JOB FAMILY	PROFILE
JCV235	**Community & Recreational Services**	**Transport Aide**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$17.41 - $22.40**	**April 10, 2026**

The Transport Aide supports Bernalillo County services by safely transporting program participants between designated County facilities and community resource/service providers for assessments, appointments, and assistance. This role ensures the safety, dignity, and well-being of clients during transit, maintains clear communication with staff, and follows all County procedures for vehicle operation and client handling.

Job Description

DUTIES AND RESPONSIBILITIES

- Safely transport program participants between County facilities, shelters, clinics, service centers, and other community resource/service providers in accordance with County procedures.
- Pick up and return assigned vehicle to designated facility; perform routine inspections, fueling, cleaning, and reporting of maintenance needs.
- Assist clients in boarding and exiting vehicles while ensuring their comfort, dignity, and safety throughout transport.
- Provide customer service and advocacy on behalf of clients.
- Maintain communication with County staff and service providers to coordinate timely pick-ups and drop-offs.
- Support County personnel in crisis response by providing transportation during emergency placements or service transitions.

- Maintain accurate transportation logs, client records, and service documentation as required.
- Attend required departmental training, briefings, and meetings.
- May handle sensitive or confidential information regarding client status, locations, or needs, requiring strict confidentiality.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.**

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Must be at least 18 years old.

SUPPLEMENTAL INFORMATION

PREFERENCE

- One (1) year of work experience involving substance abuse, healthcare, social services, law enforcement, emergency management, corrections, or a related field.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successfully complete the post-offer employment medical examination.
- Employment is subject to a pre-employment and random drug testing in accordance with all terms and conditions of federal and state rules and regulations regarding alcohol and/or drug testing.
- Pursuant to the criminal history screening for Caregivers Act, Section 29-17-1 through Section 29-17-5 NMSA 1978, new hires at the MATS facility will be required to complete a caregiver criminal history screening for all caregivers. Conviction of a disqualifying condition is cause for termination or sufficient reason not to hire if applicant has a disqualifying condition on their record at time of application.
- Comply with the safety guidelines of the County.
- Possess and maintain a valid New Mexico driver's license.

WORKING CONDITIONS

- Employee will be exposed to natural weather conditions when working outdoors.
- Duties will be performed on sand, gravel, asphalt, grass, wood floors, and tile, all of which may be wet or dry.
- Worker may be exposed to intermittent noise and vibration, a variety of fumes and odors, contagious diseases and potentially hostile and dangerous situations.

- Required to drive multi-passenger vehicles as needed.
- May be required to work variable or overtime hours.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, two-way radio, computer, printer, and copy machine.
- May handle first aid and Automated External Defibrillator (AED) equipment.