

Vermont Public Transportation Association (VPTA) is a Non-Emergency Medical Transportation broker dedicated to providing medical transportation for Vermont residents for over 30 years. As we continue to grow, we are looking for compassionate, dedicated professionals who can provide quality customer service to clients and community health partners with integrity, dedication, commitment, and passion.

Medical Travel Consultant

Job Details

- Medical Travel Consultant (US)
- Highly focused attention to detail
- Ability to work in-person, think independently, and participate in collaborative projects.
- Ability to compassionately and proactively listen to clients and/or family members/ caretakers/case managers undergoing challenging medical issues to anticipate and assess client needs while working within established criteria and contractual parameters.
- Excellent oral communication, writing, and proofreading skills, and the ability to compose professional business emails, letters, and clear and concise summaries of incidents, accidents, and complaints.
- Problem-solve independently and/or collaboratively to address issues that arise before and during client trips
- Time management skills needed for a fast-paced work environment to develop thoughtful itineraries and plan trips promptly
- Customer relationship management skills
- Organizational skills
- Research skills
- Computer software experience with Microsoft 365 Office, including Word, Excel, Outlook, and QuickBooks
- Tracking and creating reporting-based client activity per quarter/per year, mode of transportation, reimbursement, etc.
- Networking skills to develop relationships with hotel general managers and sales agents to help negotiate special rates for long-term stays and frequent travelers.

- Bookkeeping experience a plus
- NOTE: Candidates will also undergo background checks and screenings. Candidate will receive HIPAA Business Associate and Security online training and certification, as well as Mandated Reporting of Abuse of Older Adults and Children.