



ERIE METROPOLITAN TRANSIT AUTHORITY JOB POSTING

POSITION PROFILE

JOB TITLE: LIFT DISPATCHER

FLSA STATUS: NON-EXEMPT/Full-TIME

WORK LOCATION: 127 EAST 14TH STREET ERIE, PA 16503

DATE ASSIGNED: _____

REPORTS TO: OPERATIONS SUPERVISOR - LIFT

SUPERVISOR:

APPROVED BY: _____

PAY GRADE: \$16.50 Hourly and benefit package

TRAINING HOURS – will be any time during operational hours Mon-Sat 5am – close (11pm).

AFTER completion of Training – Hours will be:

Saturday: 5am – 2pm

Monday – 130pm – 11pm

Wed/Thurs/Friday – 9:30a – 6pm

REVISION DATE: October 4, 2022

POSITION PURPOSE: To provide timely transportation service to our customers throughout Erie County and to develop and maintain good customer relations.

DUTIES AND RESPONSIBILITIES:

The essential functions of the job include but are not limited to the following:

- Communicate dispatch orders by radio to drivers; reschedule as required to provide better service.
- Route Drivers and vehicles according to schedule
- Inform Drivers of road closings, bad weather, emergency closings etc.
- Customer Service and Coordination including taking complaints and resolving problems.
- Monitor radio for emergencies and respond as required.
- On a daily basis monitor drivers' trip sheets for accuracy and completeness; account for daily cash receipts and balance Cash Reconciliation Sheet.
- Track weekend overtime hours and schedule routes as necessary.
- On a monthly basis prepare weekend mileage sheet.
- Enter and maintain driver information in computer data base.
- Ability to learn and understand the EcoLane scheduling dispatch system (PennDot requirement).

SPECIAL REQUIREMENTS:

- Adaptable – work may be on a rotating schedule.
- Excellent verbal and written communication skills.
- Good organization and time management skills.
- Strong interpersonal skills.
- Computer literate, including word processing and spreadsheet programs, and ability to learn new programs.
- Strong analytical skills to problem-solve and arrive at decisions; self-motivated.
- Knowledge of the layout of Erie and the ability to read maps.

REPORTS PREPARED:

- Overtime report
- Weekend mileage sheet

INTERFACE:

INTERNAL: Must interface positively with LIFT staff members, Payroll and A/P clerks.

EXTERNAL: Must maintain positive interface with customers, vendors, suppliers.

QUALIFICATIONS:

EDUCATION – High school diploma or GED.

EXPERIENCE – Experience as a driver preferred.

**Erie Metropolitan Transit Authority - LIFT
DISPATCHER (continued)**

EQUIPMENT UTILIZED:

- Personal computer
- Communications radio
- Office equipment, such as copier, fax, telephone, etc.

POSITION DIMENSIONS:

- **Number of employees directly supervised: 0**

POSITION PHYSICAL REQUIREMENT:

Lifting 0-20 Pounds Occasional >0-3 Hours
Standing Often 3-6 Hours
Walking Often 3-6 Hours
Sitting Frequently 6-8 Hours
Bending/Standing Occasional >0-3 Hours
Moving/Pushing/Pulling Occasional >0-3 Hours
Grasping/Holding with Hands Occasional >0-3 Hours
Driving CAR Occasional >0-3 Hours

IN ORDER TO BE CONSIDERED FOR THE POSITION YOU MUST COMPLETE THE APPLICATION IN ITS ENTIRETY AND SIGN THE FOLLOWING FORMS;

- DRUG AND ALCOHOL TESTING FORM
- MOTOR VEHICLE RECORD AUTHORIZATION FORM
- REQUEST FOR INFORMATION FROM PREVIOUS EMPLOYER
- DRIVERS INFORMATION FORM
- RELEASE OF INFORMATION FORM 49 CFR PART 40 DRUG AND ALCOHOL TESTING SECTION 2
- FIRST CONTACT AUTHORIZATION FORM (2ND PAGE OF THE FIRST CONTACT FORM)
- AND ANY OTHER FORM REQUESTING THE SIGNATURE AND DATE OF THE APPLICANT
- ATTACH A COPY OF YOUR VALID DRIVERS LICENSE

IMPORTANT DISCLAIMER

In order to be considered for a position with the EMTA you must be able to meet the mandatory qualifications. You must possess a PA Class C Driver's License or a CDL (CDL if applicable), high school diploma or GED, acceptable MVR, pass a physical including a drug/alcohol screen, criminal record check and the ability to obtain your ACT 33 and 34 clearances.

In compliance with the Americans Disabilities Act, EMTA will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss accommodations with the EMTA.

Employee Signature

Printed Name:

Date:

Director of Human Resources Signature

Printed Name:

Date:

Note: Erie Metropolitan Transit Authority reserves the right to modify this job description at any time.

EMTA IS AN EEO EMPLOYER