



Jeremy Peterson
Chief Executive Officer

Erie Metropolitan Transit Authority
127 East 14th Street
Erie, Pennsylvania 16503

LIFT Dispatch FT

Job Details

Job Location - HQ - Erie, PA
Position Type - Full Time
Education Level - High School
Travel Percentage - None
Job Shift - Swing
Job Category – Transportation

Description

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

HOURS:

- Training hours will be anytime during operation hours Monday – Saturday 5am – 11pm. Once training is complete, normal hours will be:
- Saturday, Monday, Wednesday, Thursday, Friday 130p – close (apx 11pm).
- Must be able to work with management to cover vacation and illnesses.

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.

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.

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- 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 All EMTA Employees.

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

Qualifications

QUALIFICATIONS:

EDUCATION High school diploma or GED. **EXPERIENCE** Experience as a driver preferred.

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

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 valid PA Class C Driver's License or a CDL (CDL if applicable), high school diploma or GED, have an acceptable MVR, pass a physical including a drug/alcohol screen, pass a criminal record check and the ability to obtain your ACT 33 and 34 clearances. Employees must follow HIPAA regulations and guidelines.

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.

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