



Jeremy Peterson
Chief Executive Officer

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

POSITION DESCRIPTION

Position Title: **D/R Phone Operator B** FLSA: Non-exempt Rate: \$18.59/hr

Reports to: EcoLane Manager Revision date: June 8, 2023

Position Summary:

Responsible for answering all incoming telephone calls, screening each call to determine client needs. Directing calls according to EMTA procedure. Perform various office, administrative duties, and customer service duties.

DUTIES and RESPONSIBILITIES

- Answers all incoming telephone lines at EMTA
- Identify client/customer need(s) and direct calls appropriately
- Enter client/customer future trips into computer (EcoLane)
- Enters cancellation of client/customer current and future trips in EcoLane
- Notifies the dispatcher of client/customer trip cancelation and changes occurring in real time
- Update client/customer master file
- Direct complaints to immediate supervisor
- May temporarily perform Fixed dispatcher duties when needed
- Input new client/customer into EcoLane computer and software
- May temporarily perform lobby window, customer service, receptionist duties as needed
- Schedule client/customer group activities when requested
- Responsible for updating schedule changed to partial program students itinerary
- Answer call inquiries from the public on schedules and must be courteous, patient, and helpful when dealing with the public. Providing professional and tactful responses when answer complaints
- Performs other office or administrative duties as instructed by supervisor
- Be proficient in MS Programs to include Word, Excel, Outlook
- Be able to use general office equipment including but not limited to PCs, printers, copiers, fax, postage machines

INSTRUCTIONS and PROCEDURES

This position is covered by established EMTA policies and procedures and requires limited supervision.

Must have ability to perform scope of work independently. Must have ability to account for work performed.

Scheduled hours, days off and job duties are subject to change as operations dictate.

MINIMUM QUALIFICATIONS

- High School Graduate or GED
- Typing and data entry experience – minimum 1 year working experience.

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- Proficient with MS Office – Word, Excel, Outlook – minimum 1 year working experience.

Probationary Period

A person newly hired to this position will receive a 120-day probationary period. At the end of the probationary period, the person will be reviewed in writing by management and either pass the probationary period/status, be terminated, or at the discretion of management, have the probationary period extended an additional 120 days. Evaluation of performance during the probationary period will be based on adequate performance of the job functions identified above. This clause is subject to any applicable Union Contractual Agreements (ATU Local 568).

POSITION PHYSICAL REQUIREMENTS

- Lifting 0-20 pounds – occasional 0-3 hours
- Standing Often 3-6 hours
- Walking Often 3-6 hours
- Sitting Often 3-6 hours
- Bending/Standing Occasional 0-3 hours
- Moving/Pushing/Pulling – occasional 0-3 hours
- Grasping/holding with hands (ie holding phone or headset, using keyboards, etc) 3-6 hours
- Using office equipment 4-6 hours
- Driving company CAR occasional 0-3 hours

Hiring requirements: The successful candidate must be able to pass a criminal background check, have a clean MVR (Motor Vehicle Record), obtain a valid Driver's License, have the ability to obtain and retain Act 33/34 clearances (PA Child Abuse Clearances), have ability to pass pre-employment physical and drug screen.

EMTA reserves the right to modify this job description at any time for operational needs.

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.
EMTA is an EEO employer.*