Jeremy Peterson
Chief Executive Officer

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

JOB TITLE: LIFT Dispatcher

FSLA STATUS: Non-Exempt (OT available)

WORK LOCATION: 127 E 14th St. Erie PA

DATE ASSIGNED:_____

REPORTS TO: Supervisor of Operations-LIFT

SUPERVISOR: Julie Meyers

PAY GRADE:

LIFT Operational Hours: Tuesday – Saturday 2pm – 11pm, overtime every other Monday
Incumbent must be available for all operational hours. Shifts will be determined after completion of training.

POSITION PURPOSE: To provide timely transportation service to our customers throughout Erie County, develop and maintain good customer relations and ensure operator job performance meets the standards of EMTA. Incumbent must be able to multi-task and handle stressful situations daily (e.g. Answer phones, hear radio calls, direct drivers [face-to-face], and read messages on computer).

Duties and Responsibilities:

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

- Oversee drivers' safe operation of company vehicles in compliance with Federal, State and local regulations and Company policies.
- Counsel, discipline, and provide proper training to employees, properly documenting all incidents. Participating in the grievance process as deemed necessary.
- Investigate complaints, document findings and resolutions.
- Work a flexible schedule covering all hours of company operation. On call along with other staff members to respond when needed to accidents. Rotating Saturdays are required.
- Attending training as deemed necessary to fulfill role as LIFT Dispatcher.
- Communicate effectively with other staff members when incidents and accidents occur, keeping everyone informed with enough information to answer customer/guardian concerns.

- Fill in for road supervisor, scheduler, drivers, and other staff as needed, performing required aspects of those positions.
- Enter and maintain information in database.
- Perform other duties as assigned that are intrinsic to the successful operation of EMTA.

QUALIFICATIONS:

EDUCATION: High School diploma or GED preferred.

- **EXPERIENCE:** Five years' experience as a driver or supervisory role in transportation related field. **(preferred)** Consideration will be given to logistics, warehousing, delivery driving experience.
- **Number of employees directly supervised:** varies 25-40
- **Must be able to obtain PA Child Abuse Clearance Certificate.**
- **Must have clean Motor Vehicle Record (MVR).**
- **Must be able to pass criminal background check.**

- Excellent verbal and written communication skills.
- Superior organizational and time management skills.
- Ability to multi-task and prioritize tasks.
- Computer literate including word processing, spreadsheets, and ability to learn new programs.
- Strong analytical skills to problem solve and make decisions, implement strategies.
- Knowledge of the layout of Erie city and County areas, and use of Google Earth and Maps.

EQUIPMENT UTILIZED:

- Desktop, Laptop, Tablet and Cell Phone (EcoLane)
- Communications radio
- Office equipment, such as copier, fax, multi-line telephone etc.

POSITION PHYSICAL REQUIREMENT:

- **Sitting, long hours spent sitting at a desk or in a car/bus.**
- **Lifting, occasional lifting to 50lbs.**
- **Occasional walking, bending, standing, and grasping.**

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- **Pushing/pulling heavy objects such as passengers in wheelchairs.**
- **Must be able to pass DOT physical and DOT drug screen. Will be subject to FMCSA random drug testing.**

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

Note: EMTA reserves the right to modify this job description at any time.

_____ _____

Employee Signature *Date*

EMTA IS AN EEO COMPANY