

# Monroe County Transportation Authority

## Shared Ride Support

**Reports to: Shared Ride Manager**

**Pay Classification: 22**

**Department: Operations**

**Approval: (HR)**

**Date: Dec 17, 2018, March 1, 2022**

**Approval: (Board Subcommittee)**

**Revised Date:**

**Approval: (Executive Director)**

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### **Job Function:**

This position plays a supportive role in covering all administrative positions within Shared Ride. A solid foundation in the Dispatch function, reservations and program enrollments are necessary. Assisting the SR Manager and HR Manager with various screening and training for drivers will also be required.

### **Work Hours:**

Five-day work week with some flexibility necessary.

### **Duties and Responsibilities:**

Duties may include those of dispatch, call center/reservations, enrollments, and driver training. Daily work assignment will vary depending on which position(s) need support during specific time of day (including employee breaks) or filling in for other employees.

They may include:

1. Answer passenger calls and provide assistance in a professional manner.
2. Ability to handle multiple tasks accurately and effectively.
3. Perform Dispatch duties as assigned, such as but not limited to, ensuring run coverage, monitoring voice mail, answering radios and/or phones, and taking appropriate follow-up actions.
4. Assists with filing and other administrative tasks as directed.
5. Maintains communications with drivers and other MCTA departments.
6. Coordinates emergency situations for vehicle operators; acts as a liaison between drivers, management, and emergency services.
7. Ensures on time performance is maintained using computer assisted scheduling software.
8. Perform all other duties as assigned.

### **Education and Experience:**

A high school diploma or GED is required. Familiarization with various office equipment, such as facsimile, phone, and calculators is needed. Computer literacy is a must. Two years' dispatch and reservations experience preferred. Must be able to work independently and as a team.

**Special Requirements:**

- Must pass a pre-employment substance abuse screening and as a Safety Sensitive employee, is subject to random substance screening tests as governed by FTA regulations.
- Ability to read, understand, and interpret transit system operating rules, regulations, and policies.
- Class B CDL w/ P endorsement and air restriction lifted is preferred.

**Knowledge, Skills and Abilities:**

1. Manage heavy 2-way radio communications.
2. Strong communication skills, both written and verbal, are required.
3. Ability to effectively prioritize time and workload.
4. Regional geographical knowledge of the area.
5. Ability to work with a diverse workforce and customer base.
6. Computer proficient.
7. Maintain a clean workstation contributing to a clean and healthy work environment.
8. Heavy customer/driver contact at times, which may require strong conflict resolution skills.
9. Professional and positive demeanor.

**Physical Demand:**

At times, phone work can be demanding. Occasional lifting (not to exceed 25 pounds) and bending is required. Ability to sit in an office chair for extended increments. Frequently assigned other duties which could result in working at other office locations.

**Working Conditions:**

Non-smoking fast paced, temperature-controlled office environment. When traveling in company vehicles, the employee will adhere to company policies and could be exposed to driving in varying weather/road conditions.

**Pay Type and Frequency:**

Full-time, non-exempt weekly. Annual reviews based on merit.

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**Employee Signature**

\_\_\_\_\_  
**Date**