

**Intercity Transit**  
**JOB TITLE: Dial-A-Lift Manager**

<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>
C	4	5
<b>DEPARTMENT:</b> Operations	<b>DIVISION:</b> Dial-A-Lift	<b>FLSA STATUS:</b> Exempt
<b>SUPERVISION RECEIVED FROM:</b> Operations Director	<b>SUPERVISION EXERCISED OVER:</b> ADA Eligibility Coordinator Travel Training Coordinator Dial-A-Lift Dispatch Specialists	<b>PAY GRADE:</b> C45
<b>SUMMARY:</b> Manages the day-to-day operation of the specialized or Dial-A-Lift (DAL) operations. Plans, organizes, coordinates, monitors and manages specialized transit services and operations for the Operations Department while ensuring full compliance with Americans With Disabilities Act (ADA) and paratransit rules and regulations.		
<b>DISTINGUISHING CHARACTERISTICS:</b> Performs the most complex, professional Dial-A-Lift (DAL) activities. The position reports to the Director of Operations and supervises professional and support staff. Mediates sensitive issues involving DAL clients using application of pertinent local, State and Federal rules, regulations and laws governing paratransit services. As a Manager, is responsible and accountable for the Dial-A-Lift function.		

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FREQUENCY</b>
1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring employees follow policies and procedures; and making hiring, termination, and disciplinary decisions and recommendations. Participates in the Agency's labor relations program to include contract negotiation and administration of collective bargaining agreement.	Daily 20% (C4)
2.	Manages the DAL Division operations including call center, scheduling, dispatching, eligibility process and travel training program. Troubleshoots issues and concerns with DAL, Information Services and vendor staff. Ensures service compliance with local, state and federal rules and regulations including the ADA.	Daily 20% (C4)
3.	Manages customer service for DAL responding to service inquiries and customer complaints. Ensures appropriate investigation and response to issues and problems. Documents resolutions with customer comment software.	Daily 10% (C4)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
4.	Creates and implements division policies, procedures and controls to ensure safe and efficient operational activities and adherence to established service, budget and customer satisfaction standards. Recommends changes as needed.	Daily 5% (C4)
5.	Prepares and develops annual division budget; monitors and approves expenditures in accordance with Agency policies and principles of sound fiscal management. Develops and maintains analytical tools for audit and control of division programs. Analyzes DAL service levels, makes recommendations for changes as needed.	Annually 5% (C4)
6.	Prepares reports to Senior Management Team, Washington State Department of Transportation, American Public Transportation Association and National Transit Database (NTD) as required.	Weekly 5% (B2)
7.	Represents the Agency in public forums requiring research and presentation development on ADA paratransit related services and activities. Attends regional meetings of paratransit and specialized transportation user groups. Provides educational outreach to special needs community groups, advocates and social services organizations on DAL services, eligibility criteria and other public transportation options.	Weekly 10% (C4)
8.	Participates in the development of DAL vehicle, equipment and service specifications for procurement. Develops programs and project proposals, providing program direction and monitors related project costs.	Occasionally 5% (C4)
9.	Facilitates and coordinates client eligibility appeals process, maintaining volunteer appeals panel.	Occasionally 5% (C4)
10.	Performs other duties of a similar nature or level.	As Required
11.	Must meet regular time and attendance standards.	Always

**Knowledge** (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations including ADA;
- Budgeting principles and practices;
- Project management principles;
- Disabilities and related effects;
- Dial-A-Lift principles and practices.

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**Skills** (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff;
- Defining problems, collecting data, establishing facts, and drawing valid conclusions;
- Preparing reports;
- Writing reports and business correspondence;
- Managing ADA and paratransit programs;
- Managing paratransit planning programs;
- Managing projects;
- Preparing and giving presentations;
- Handling multiple tasks simultaneously;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

**Training and Experience** (position requirements at entry):

Bachelor's Degree in Business Administration, Social Work or related field and five years of experience in paratransit or transportation; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (position requirements at entry):

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

**Physical Requirements:**

Positions in this class typically require: talking, hearing, and seeing.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 4/24/07 CDiRito; requirement for WSP Background Check

Revised: 6/1/09 + other background ✓'s; CDiRito

Revised: 9/16/2011 Comp Class Review: HR