



Tow Truck Driver (CDL Required)

A1 Towing Lehigh Valley

Position summary

A1 Towing in Allentown, PA is hiring a CDL Tow Truck Driver to provide safe, professional towing and roadside assistance services. This role requires confident vehicle handling, strong customer service, and strict adherence to safety procedures and DOT requirements.

Key responsibilities

- Operate CDL-required tow equipment (flatbed and/or wheel-lift) safely and professionally
- Respond to dispatched calls promptly; communicate ETAs and job status updates
- Load, secure, transport, and unload vehicles using proper tie-down and safety procedures
- Perform recovery/roadside services as needed (winch-outs, jump starts, tire changes, lockouts, fuel delivery)
- Deliver excellent customer service: greet customers professionally, explain the process and pricing clearly, de-escalate stressful situations, and ensure vehicles and personal property are handled with care
- Complete job documentation (tow tickets, photos, invoices, release/authorization forms, impound paperwork as applicable)
- Conduct pre-trip/post-trip inspections; report defects and coordinate maintenance
- Comply with DOT/FMCSA regulations and company safety policies
- Maintain truck/equipment readiness (straps, chains, dollies, winch gear) and cleanliness
- Represent A1 Towing professionally with motorists, law enforcement, and municipal partners

Schedule & work environment

- Full-time; Nights/weekends/holidays and rotating on-call shifts as needed
- Outdoor/roadside work in all weather and traffic conditions

Required qualifications

- Valid CDL (Class A or B) with an acceptable driving record
- Ability to pass pre-employment screening (MVR review; background/drug screening as required)
- Strong safety mindset; ability to remain calm under pressure
- Comfort using dispatch apps, GPS, and smartphone-based documentation
- Ability to lift/move 50+ lbs and handle straps, chains, and recovery equipment
- Frequent bending, kneeling, climbing, and working around traffic
- Ability to sit/drive for extended periods

Preferred qualifications

- Prior towing, recovery, roadside assistance, or commercial driving experience
- Knowledge of local roads in the Lehigh Valley / Allentown area
- Mechanical aptitude and experience with basic equipment troubleshooting

Pay & benefits

- Competitive pay based on experience; overtime and on-call opportunities
- Benefits package available (health insurance, paid time off, uniforms, training)



Tow Truck Driver (No CDL Required)

A1 Towing Lehigh Valley

Position summary

A1 Towing in Allentown, PA is hiring a Tow Truck Driver (Non-CDL) to provide safe, professional towing and roadside assistance services. This role focuses on light-duty and heavy-duty towing and service calls, strong customer service, and safe work practices.

Key responsibilities

- Operate non-CDL light-duty tow equipment (flatbed and/or wheel-lift) safely and professionally
- Respond to dispatched calls promptly; communicate ETAs and job status updates
- Load, secure, transport, and unload vehicles using proper tie-down and safety procedures
- Provide roadside services as needed (jump starts, tire changes, lockouts, fuel delivery, basic winch-outs as trained/authorized)
- Deliver excellent customer service: greet customers professionally, explain the process clearly, and help de-escalate stressful situations
- Complete job documentation (tow tickets, photos, invoices, release/authorization forms, impound paperwork as applicable)
- Conduct pre-trip/post-trip inspections; report defects and coordinate maintenance
- Follow all traffic laws and company safety policies
- Maintain truck/equipment readiness (straps, chains, basic tools) and cleanliness
- Represent A1 Towing professionally with customers and partners

Schedule & work environment

- Full-time; Nights/weekends/holidays and rotating on-call shifts as needed
- Outdoor/roadside work in all weather and traffic conditions

Required qualifications

- Valid driver's license with an acceptable driving record (no CDL required)
- Ability to pass pre-employment screening (MVR review; background/drug screening as required)
- Comfort using dispatch apps, GPS, and smartphone-based documentation
- Ability to lift/move 50+ lbs and handle straps, chains, and service equipment
- Frequent bending, kneeling, climbing, and working around traffic
- Ability to sit/drive for extended periods

Preferred qualifications

- Prior towing, roadside assistance, delivery, or commercial driving experience
- Knowledge of local roads in the Lehigh Valley / Allentown area

Pay & benefits

- Competitive pay based on experience; overtime and on-call opportunities
- Benefits package available (health insurance, paid time off, uniforms, training)



Dispatcher

A1 Towing (Allentown, PA)

Position summary

A1 Towing in Allentown, PA is hiring a Dispatcher to coordinate towing and roadside service calls from start to finish. You'll answer incoming calls, gather accurate details, dispatch drivers efficiently, and provide clear updates to customers and partners while keeping operations organized and moving.

Key responsibilities

- Answer inbound calls/texts; provide professional, calm customer support in stressful situations
- Collect and verify call details (location, vehicle info, service needed, safety concerns)
- Dispatch tow operators efficiently based on location, equipment, priority, and availability
- Provide ETAs and status updates; follow up to ensure jobs are completed and customers are informed
- Coordinate with law enforcement, motor clubs, repair facilities, and property/impound stakeholders as needed
- Use dispatch software/GPS to track units, log notes, and maintain accurate call records
- Take payments and/or create invoices/tow tickets; ensure required authorizations/releases are completed
- Handle high call volume, multiple active incidents, and schedule changes with urgency and accuracy
- Escalate safety issues and urgent recovery situations per company procedures
- Additional tasks assigned by manager

Schedule & work environment

- Full-time; shifts may include nights/weekends/holidays depending on coverage needs
- Fast-paced office/dispatch environment

Qualifications

- Strong communication skills and a customer-first mindset
- Ability to multitask, prioritize, and make quick decisions under pressure
- Comfort with computers, multi-line phones, and dispatch software (or ability to learn quickly)
- Ability to pass pre-employment screening (background/drug screening)

Preferred qualifications

- Prior dispatch experience (towing, roadside, trucking, EMS, security, or taxi/rideshare)
- Knowledge of the Allentown/Lehigh Valley area and major routes
- Bilingual skills (English/Spanish) a plus

Pay & benefits

Competitive pay based on experience

Benefits package available (health insurance, paid time off, training)



WE'RE HIRING

Tow Truck Drivers

Apply Online
a1towinghighvalley.com

Union Boulevard, Allentown, PA