

Employee Position Description

Title: Dispatcher

Dispatch Department

Reports To: Dispatch Supervisor

Qualifications:

Must have had “hands-on” experience in dispatching and at least three years of experience in the transportation industry. A high school diploma or GED is required. Must have excellent knowledge of city streets, landmarks and institutions. Position requires excellent communications skills in person, over the phone and on a two-way radio. Must have the ability to supervise others. Must be computer literate and able to work the morning and evening shift.

Duties and Responsibilities:

1. Checks trips tickets received from order processing department
2. Checks all drivers for start of shift
3. Performs radio checks with drivers
4. Informs each driver of his next stops as information is received from scheduler
5. Files completed trip tickets
6. Relays current data on area and street conditions to the scheduler and drivers
7. Relays emergency information or action requests to supervisor as required
8. Notes passenger count for each vehicle so that vehicle won't become overloaded
9. Accounts for trips performed
10. Monitors the routing of trips
11. Monitors the distribution of trips to drivers
12. Monitors dispatchers on-time performance
13. Manages driver and customer emergencies
14. Monitors driver/customer service relations
15. Performs duties of the order processor, scheduler when required
16. Assists in the development of dispatch automation project
17. May fill-in for drivers who report off, no-show or are late
18. Performs other duties and responsibilities as assigned