

MyCity *Transportation*

JOB DESCRIPTION

Job Title: Dispatch

Reports To: Management

FLSA Status: Non-Exempt

Summary: Dispatchers dispatch local trips to drivers according to schedules from customers and oversees driver locations and progress while they are on the road.

Essential Duties and Responsibilities:

- Pre-plans trips to be assigned to drivers during the day and next day before closing dispatch.
- Provides client information to drivers so they are prepared for their routes.
- Communicates with drivers throughout the day on locations.
- Maintains dispatch boards with current locations and status of each driver.
- Informs management on any vehicle accidents on the road.
- Informs management of any vehicle issues while vehicles are in the shop or being worked on.
- Contacts tow services and any other services needed in the event of the accident.
- Provides customers accurate information of the status on their driver and estimated pick up or drop off times.
- Assists Customer Service Department as needed by answering phones and entering trip information.
- Performs all other duties as assigned.

Supervisor Responsibilities:

- Dispatch supervises all drivers for MyCity Transportation.

Competencies:

- **Communication**-Communication refers to the ability to inform orally and in writing, with clarity and good effect. It means to understand clearly and quickly when instructions or orders are received. It means judgment about what information is important and what is not, and what should be communicated, how, to whom and when.
- **Organization**- Can marshal resources (people, funding, material, support) to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently. Arranges information and files in a useful manner.

- **Time Management**- Uses his/her time effectively and efficiently. Values time. Concentrates his/her efforts on the more important priorities. Gets more done in less time than others. Can attend to a broader range of activities.
- **Customer Service**- Refers to the ability to satisfy the expectations and requirements of customers. Displays courtesy and sensitivity and responds promptly to service requests. Identifies customer needs and explains services clearly. Handles difficult situations.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Judgement**- Refers to the ability to make decisions in a timely fashion that are sound, accurate and supported by the reasoning and inclusion of appropriate people.

Experience and Requirements:

- High School Degree (or equivalent) and 2 years experience preferred or the equivalent combination of experience and education.
- Basic computer skills required and the ability to learn various computer systems and other devices for communication.

Physical Demands:

While performing the duties of this job, the individual is frequently required to remain in a stationary position 100% of the time. The individual will occasionally lift, push, pull, and/or move up to 25 pounds. Constantly operates a computer and other office productivity machinery, phone, copy machine, and computer printer.

Work Environment:

The individual will be exposed to a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability, and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Signature: _____ **Date:** _____

Employee Name: _____ **Date:** _____
(Printed)