



Example of Dispatch Job Description

Powered by www.VelvetJobs.com

Our growing company is looking for a dispatch. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for dispatch

- Develop and analyze on a monthly and as required basis, performance metrics for internal and external use
- Monitors employee performance to determine training required to address employee development needs
- Evaluates job performance for employees of assigned department
- Ensure compliance with all company policies, procedures, safety rules, all state, federal, and DOT regulations
- Assembles and maintains a master list of all routes and trips
- Assist in making sure the routes leave the HUB on time and only hold buses that need to be held due shuttles running behind schedule
- Assigns operators to routes when an operator is absent
- Maintains a current file or set of files on each route
- Provides assistance to operators and exercises discretionary judgment as necessary, to ensure that routes and trips are performed safely and on-time
- Coordinates emergency response network when there is a problem on a route

Qualifications for dispatch

- Maintain communication with field personnel to relay messages, answer questions, distribute necessary overtime
- Responsible for preparing schedules pre-approved overtime for the

- Perform a variety of record keeping functions which includes C&M credit shutoff routes, identification on service orders, maintaining payroll/time records
- Proficient in interacting with customers over the phone to confirm scheduled appointments and assisting customers in any other ways
- SAP back office experience required
- Associates and Bachelor's Degree are preferred