



Job Title: Dispatcher
Location: Long Beach
Pay: \$13.50 to \$16.00/hour DOE

SUMMARY

Supervises and coordinates activities of the dispatch and driver representatives engaged in the driving of buses and vans by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises and implements daily scheduling and driver workload.
- Assigns drivers and vehicles to supervise scheduled and/or non-scheduled routes.
- Responds to changes in schedules as required.
- Ensure that drivers are scheduled and assigned per the daily dispatch-operating plan.
- Initiates driver's disciplinary actions via reports to the Director of Operations.
- Counsels and direct drivers regarding compliance with company rules and regulation. Has the authority to send drivers home, includes recommending other disciplinary action, depending upon the infraction and dispatchers interpretation of the same.
- May be called upon to participate on the disciplinary action review board.
- Responds to customer problems; recommends action or coordinate with the appropriate department to provide a solution.
- Maintain/exercise good customer service when communicating with customer problems and complaints.
- Issues written and oral instructions to drivers.
- Studies and standardize procedures to improve efficiency of subordinates.
- Maintains harmony among customers, drivers, dispatchers, schedulers, and other workers to resolve problems before they become grievances.
- Prepares reports for presentation to management as required.
- Run bus availability for next day. Call drivers with next day assignments.
- Assign drivers to bid run from 48-hour board, copy to box and call driver.
- Enter bid winner in computer.
- Fill in drivers and buses on dispatch sheet for following day.
- Take all phone calls from drivers, clients, inner-office etc.
- Assist/help all arriving drivers' questions in a professional manner.
- Ensure that all changes are entered in the computer.
- Monitor arrival times of drivers for the current day
- Needs to brief standby driver on duties, including the lost and found department.
- Perform any and all other duties as they arise.

QUALIFICATIONS:

- Associates Degree (AA) or equivalent from two-year college or technical school. Six months to one year related experience and/or training equivalent combination of education and experience.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Have the ability to write routine reports and correspondence. Have the ability to speak effectively before groups of customers or employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Have the ability to compute, ratio, percent, and to draw/interpret bar graphs.
- Ability to assess the severity of the situation, react quickly, and appropriately. Have the ability to solve practical problems and deal with the variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions in written, oral, diagram, or schedule form, such as licenses, and registrations.
- Ability to maintain employee morale and loyalty with diverse workforce. Must be customer service orientation with ability to deal with various personalities within and out of the organization. Must be PC literate and have call system experiences.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

If you would like to apply to this position, please contact your Applicant Coordinator at:

Last name begins with A-K: 916-854-3881

Last name begins with L-Z: 916-854-3882