



## ***Job Posting***

Position: **Dispatcher**

Location: **Greely, ON**

We are currently seeking a Full-Time Dispatcher for our Greely branch. We remain true to our core values that the root of our success lies with our people. This position is well suited for a very organized, customer-focused individual who excels in a fast-paced environment. Being able to support our drivers and customers and having the ability to professionally manage a fast-paced work environment with changing priorities is the key to success in this position.

The Dispatcher position will be a full-time salaried position, Monday to Friday, reporting to the Branch Manager. The primary responsibilities of this position include cultivating strong relationships with drivers and customers to provide exceptional service at all times.

### ***RESPONSIBILITIES:***

- Schedule drivers to cover open routes, absences and charter work
- Ensure all routes are up to date
- Maintain communication and act as a first contact and support for drivers needing assistance and guidance while they are on their bus routes and performing charters
- Quickly assess incoming information, prioritize situations and make appropriate decisions while working under tight deadlines
- Collaborate with Branch Manager and all departments to ensure information is shared in a timely fashion
- May occasionally be called upon to cover a bus route
- Assist drivers with HORS, defects sheets, vacation request forms
- Organize branch products, and order items needed, such as ice melt, and paper products
- Enter and update Bus Hive as necessary with driver changes
- Assist the Branch Manager with summer work preparation
- Complete special projects as required
- Perform other related duties depending on branch needs

**KNOWLEDGE AND SKILLS:**

- Strong Organizational Skills – ability to organize, prioritize and maintain accurate and up-to-date records and follow-up to ensure task completion.
- Superior Time Management Skills and the ability to multi-task and work in a fast-paced environment
- Strong Interpersonal Skills – ability to build and maintain positive relationships with drivers, branch manager and customers by being an active listener, showing empathy and compassion
- Ability to remain calm, clear and in control especially in emergency situations
- Superior Communication Skills – ability to be an active listener, speak clearly, communicate effectively
- Problem Solving – ability to assess situations and find effective solutions to resolve problems in a timely manner

**QUALIFICATIONS**

- 1 year of school bus industry experience and/or dispatch experience
- 1 year of experience in a customer service-related position
- Accurate and efficient keyboarding skills
- Strong knowledge of Microsoft Office (Excel, Word)
- Sound geographical knowledge of the Ottawa area an asset
- Ability to be flexible in availability of hours of work especially in September/October
- Requires regular attendance throughout the school year (September to June)
- Bilingualism in French and English will be considered an asset

**TO APPLY:** Please email your resume to [careers@switzer-carty.com](mailto:careers@switzer-carty.com)