



Position: **Dispatcher (1 Year Contract)**

Location: **St. Catharines, ON**

We are currently seeking to add a Dispatcher for a 1 year contract to join our St. Catharines 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
- Booking charters with schools and general public
- 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
- Work closely with Shop Manager to assist in scheduling vehicles to be at the shop for Preventive Maintenance and Ministry Inspections
- Collaborate with all departments to ensure information is shared in a timely fashion
- Live driver attendance tracking with BusHive and Payroll related tasks (BusHive)

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
- Perform other related duties depending on branch needs
- Sound geographical knowledge of the Niagara area an asset

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)
- Ability to be flexible in availability of hours of work especially in September/October
- Requires regular attendance throughout the school year (September to June)
- B License is an asset and candidates may be asked to occasionally cover open routes or book offs

TO APPLY: Please email your resume to brian.jobson@switzer-carty.com