

Job Posting

Position: **Charter Bus Dispatcher and Administrative Coordinator**

Location: **50 Industriel St, Casselman, ON**

About 417 Bus Line Ltd.

417 Bus Line Ltd., a division of Switzer-Carty Transportation, is a trusted transportation provider serving Eastern Ontario with a commitment to safety, reliability, and exceptional customer service. We specialize in charter services for a wide range of clients and events, offering customized travel solutions with a modern fleet and professional drivers.

Position Overview

We are looking for a dependable, organized, and detail-oriented individual to join our charter bus company as a Dispatch & Administrative Coordinator.

This position involves coordinating charter bus operations, communicating with drivers and customers, completing trip records, preparing payroll information, and preparing customer invoices for management review and approval.

The successful candidate will work Friday to Monday, ten (10) hour days and will also carry the company emergency phone during their assigned on-call periods. The emergency phone is for urgent driver or customer issues only.

RESPONSIBILITIES:

- Coordinate and schedule charter transportation services, including driver assignments, trip logistics, and route scheduling.
- Serve as a primary point of contact for drivers and customers regarding trip details, schedule changes, and service-related inquiries.
- Monitor daily operations and provide support for delays, breakdowns, emergencies, and other unforeseen operational issues.
- Participate in the on-call rotation and respond to urgent operational matters outside regular business hours.
- Maintain accurate records within dispatch and booking systems, ensuring all trip information is complete and up to date.
- Review and verify driver documentation, hours, mileage, rates, and supporting records for payroll and billing purposes.



- Prepare payroll information and customer invoices for management review and approval.
- Investigate and resolve discrepancies, missing documentation, and outstanding items related to trip operations, payroll, and invoicing.
- Maintain organized operational, payroll, and billing records in accordance with company procedures.
- Support management through administrative assistance, reporting, and other operational coordination responsibilities as required.

QUALIFICATIONS

- Experience in dispatch, transportation, charter bus operations, or administration is an asset.
- Payroll preparation and invoicing experience is preferred.
- Strong organizational skills and attention to detail.
- Good computer skills and the ability to learn company software.
- Excellent communication and customer service skills.
- Ability to work independently, prioritize tasks, and solve problems.
- Reliable, professional, and comfortable working weekends.
- Bilingual in French and English is required.

Pay: $55,000.00 - CA$60,000.00 per year

TO APPLY: Please email your resume to Joshua@417busline.com