



Dispatch Supervisor Job Description

The dispatch supervisor position is responsible for on-time delivery of service and monthly reporting. This person manages a staff of two dispatchers and handles the associated supervisory duties. This is a hands-on position that both supervises and dispatches.

As a dispatcher, they handle rider and driver inquiries, cover for service interruptions, and reschedule rider trips due to lateness, ready early, or other schedule change requests. The dispatcher is responsible for all communications with call takers about passenger ride requests, dealing with on the road driver concerns, balancing vehicle and driver resources, and maintaining on-time performance while maximizing productivity.

In order to maximize productivity while maintaining quality of service standards, dispatchers must be well organized. The dispatch office must have necessary information readily available, visually on boards, electronically or through posted information or a combination of both and collaborate well to ensure that information is accessible to those who need it in a timely fashion.

As a supervisor, this individual is responsible for training, reviews, disciplinary action, documentation, 1:1 meetings and other supervisory duties as assigned. The dispatch supervisor creates the tone of the group and must supervise others to help them succeed in their jobs which includes creating processes and documents that make the company systems stronger and the routes more efficient and reliable.

Supervisory responsibilities may include:

- Training
- Process creation
- Running emergency drills, documenting and performing post drill meetings
- 1:1 meetings
- Reviews
- Disciplinary action & documentation
- Problem solving
- Scheduling to ensure coverage
- Mentoring for success
- Keep track of staff vacation/sick leave accruals and approve time off requests
- Pre approve timesheets for operations manager

Dispatch responsibilities may include:

- Coordinating the transportation needs of riders with the vehicles in service
- Dispatching trip requests to drivers so that drivers can arrive at the passenger pickup address on time
- Following the rider booking policy
- Acting as troubleshooter for driver problems
- Monitoring and updating driver and/or vehicle locations
- Monitoring late trips and proactively reassigning trips to maintain on-time performance
- Creating processes as required or requested to ensure smooth service delivery and sustainability of business
- Assisting passengers with trip changes or trip requests including same day ride requests
- Checking on status of drivers
- Handling emergency situations
- Scheduling driver's work hours, downtime and lunch breaks
- Summarizing statistical data including number of rides provided to rider by type, by hour, service hours, mileage, etc.
- Keeping track of no-shows

- Keeping accurate vehicle maintenance logs including necessary record keeping
- Vehicle assignments including updates to affected drivers
- Arranging for vehicle service
- Providing timely reports to management as requested and recurring reports as required by the business
- Create seamless information flow to keep all necessary parties informed from shift to shift
- Other duties as assigned

To accomplish these duties, this position requires the following knowledge and skills:

- Supervisory experience
- Proven ability to mentor and train
- Good knowledge of the service area
- Ability to handle large amounts of data
- Ability to remain calm during an emergency and to follow any company procedures/policies created for the situation
- Good organizational skills
- Good listening skills
- Empathetic attitude
- Ability to work with many different types of people
- Ability to sit for long periods of time
- Accurate typing skills and the ability to proofread work
- Ability to work with complex computer programs
- Exhibit support of the company and its policies and practices