



Dispatcher Job Description

The dispatcher position is responsible for on-time delivery of service and monthly reporting. The dispatchers handles rider and driver inquiries, cover for service interruptions, and reschedules rider trips due to lateness, ready early, or other schedule change requests. The dispatcher is responsible for all communications responding to passenger and driver requests, balancing vehicle and driver resources, and maintaining on-time performance while maximizing productivity. In order to maximize productivity while maintaining quality of service standards, the dispatcher/scheduler must be well organized. The dispatch office must have necessary information readily available, 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.

Dispatch/scheduler 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 ride 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, the dispatcher must have the following knowledge and skills:

- 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
- Pleasant and articulate voice
- 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