EMPLOYER JOB ORDER FORM

EMPLOYMENT CONNECTION
1879 Senter Road, Door 10
San Jose, CA 95112
(408) 758-3797
ecstaffing@ssa.sccgov.org

JOB TITLE
Dispatcher

JOB ID
17295

OPEN DATE
12/03/2019

LOCATION
San Jose

HOURS/WEEK
40

SALARY
$19

WORKDAYS
varies

SHIFT/HOURS
varies

REQUIRED FOR POSITION
Background Check

REQUIRED EDUCATION
None

JOB DESCRIPTION
MV Transportation is seeking a Dispatcher who works to direct the day-to-day route operations and report to the Dispatch Supervisors. This work is done in compliance with the procedures defined by the client and in conformance with company procedures. His/her duties involve daily communication and interaction with drivers and clients. He/she must also organize and conduct activities to assure safe, cost-effective, on-time operating performance. Tracks and reports sign-in/sign-out times, assures routes are timely, and communicates service issues to the Dispatch Supervisors or Dispatch Managers as appropriate.

Job Responsibilities:
• Takes client calls and communicates issues with drivers and Dispatch Supervisors or Dispatch Managers as appropriate.
• Monitors radio, telephones and on-road provision of service for quality.
• Responsible for influencing positive employee morale and quality customer service.
• Monitors and completes driver sign-in and sign-out daily.
• May assign trips to drivers to assure adequate disbursement of trips between all assigned routes.
• Monitors daily system performance.
• Participates in analysis and review of operating performance.
• Notes closed and/or late starting of routes and communicates same to Dispatch Supervisors and/or Dispatch Managers as appropriate.
• All other duties, as assigned.

3 TO 5 KEY SKILL SETS REQUIRED
Talent Requirements:
• One (1) year previous Dispatcher experience preferred.
• Two (2) years of Customer Service experience is preferred.
• High School diploma or equivalent.
• Experience with Trapeze software.
• Ability to handle multiple tasks simultaneously and maintain composure under pressure in a fast pace environment.
• Demonstrate a high customer service commitment.
• Able to demonstrate professional phone manner.
• Knowledge of the service area is a plus.