



Dispatcher

Job Duties & Description

The dispatch position is a supportive role to the Lead Dispatcher. The dispatching position is the backbone of the towing industry. Dispatchers work behind the scenes to ensure that operators have the information and support they need to be able to provide our customers with quick, efficient, safe and friendly customer service.

The duties of the dispatch position include but are not limited to the following:

- Answer incoming towing related calls, accurately collect and enter all pertinent information into Tracker
- Monitor and track operators' progress
- Manage operators' concerns
- Oversee communications between operators, customers and roadside companies
- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions and other hazards
- Act as a liaison between customers and drivers and dispatch drivers to required locations
- Respond to queries from employees and customers regarding service issues.
- Maintain an accurate daily attendance roster of drivers & their daily driving hours
- Maintain cordial working relationships with drivers and other personnel
- Read & fill out log book
- Maintain & update accurate ETAs (hourly)
- Maintain and update all digital dispatch screens including Tracker, AMA's Service Provider Portal, Sykes' E-Dispatch, PDG's Digital Dispatch & Allstate's Road Smart Digital Dispatch
- Maintain knowledge of current retail & contracted rates
- Maintain knowledge off account, charging and coverage rules
- Accurately clear calls off the dispatch screen
- Manage calls ensuring that high levels of customer service are met
- Leave accurate notes in calls
- Operate a two-way radio for communication purposes
- Use computer aided dispatch software to dispatch service calls and tows to towing operators
- Other administrative duties as required



Qualifications

- Knowledge of basic office practices, procedures and equipment
- Ability to communicate effectively both orally and written
- Proper telephone etiquette & professionalism
- Ability to understand and follow oral and written directions
- Ability to multi task and work well under pressure
- Ability to learn and apply applicable department rules, regulations, policies and procedures
- Ability to analyze situations accurately and adopt an effective course of action
- Basic computer knowledge & ability to use Microsoft Office Suite
- Strong leadership skills with the ability to solve problems quickly and efficiently
- Geographical knowledge of Edmonton and its surroundings
- Knowledge of industry is recommended but not required
- Advanced customer service skills
- Detail oriented and organized
- Flexibility to work days or nights & ability to work long or extended hours during busy times

Please send us an e-mail with your resume at info@kingswaytowing.ca

OR go to our "Contact Us" page and upload your resume there!

** Enter "Dispatcher Resume" in the subject line**