

Dispatcher

RailCrew Xpress

Employee Type : Full-Time

Industry : Transportation

Manages Others : No

Job Type : Transportation
Customer Service

Education : High School

Experience : At least 1 year(s)

Travel : Negligible

Relocation Covered : No

Division : Corporate

Post Date : 11-11-13

Contact : Susan Eitzen

Ref ID : Dispatch

Fax : 913-928-5072

Description

The Dispatch position is responsible for interacting with our railroad clients, management and our Professional Drivers. Dispatchers generally work 3, 12-hour shifts and 1, 6-hour shift per week.

Duties include:

- Taking assignments from the railroad clients.
- Calling available drivers to assign trips to.
- Keeping field managers updated on van assignments.
- Keeping field managers updated on client issues that affect trips.
- Interact with clients for special requests of wait time or trip changes.
- Relaying messages from Professional Drivers to management and/or clients.
- Stay abreast of adverse weather conditions in order to relay to field.

Educational Requirements:

- High School Diploma or equivalent

Prior Experience Requirements:

- 6-12 months preferred

Personal Skill Requirements:

- Excellent oral communication skills
- Strong computer skills
- Ability to juggle multiple tasks
- Ability to interact professionally with various personality types

Physical Requirements:

- Extended periods of sitting
- Extended periods of time on telephone
- Extended periods of time using computer
- No lifting requirements