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