



## Dispatcher/Scheduling Coordinator Job Description

### Role and Responsibilities

#### Job Skills and Requirements:

**Communication Skills:** You will be listening and speaking to people by radio and phone, often in some state of distress. Your ability to listen, speak plainly and communicate effectively will be necessary.

**Ability to Multitask:** Dispatchers often are moving a lot of people around at the same time, tracking their movements and keeping tabs on what they need.

**Problem-Solving Skills:** You will need to be able to prioritize the most important situations, and think quickly on your feet.

- A dispatcher has to be willing to learn company specific computer programs. They must be able to read and write English and it may be useful to be bilingual in such languages as Spanish.
- A dispatcher needs to be someone who is invested in keeping the driver legal while on the road and at the same time keeping the customer happy. That is a fine balance.
- A dispatcher must also be highly organized and able to handle high amounts of stress.
- A dispatcher job is often a "stepping stone" job. Dispatchers often have the opportunity to move up within their company. A dispatcher can move up to be an office assistant.
- A dispatcher is as essential to a transportation operation as any driver. Your goal, as a dispatcher, is to make your customer happy and keep your drivers safe.
- The dispatcher also needs to identify and evaluate any special needs for the clients/load.
- Dispatchers also realize that they have to be "on" from punch in to punch out. You are an asset to the company and drivers and a point of contact at all times.
- Dispatchers answer calls and communicate with mobile units to send the appropriate response.
- Dispatchers are used in the transportation industry to relate to drivers and clients' needs.
- Dispatchers are calm, clear and in control, especially in emergency situations.
- Dispatchers track and monitor situations by phone and radio, and respond to any situations reported by those in the field

#### Job Responsibilities:

- Scheduling coordinators manage time and schedules for organizations in a wide range of industries. A scheduling coordinator is similar to a front desk receptionist, so you might speak with patients, set appointments, and/or manage timesheets. You take calls from patients and schedule the Drivers daily routine.
- Some duties, such as creating reports and answering phones and ordering equipment for specific dates.



- Responsible of filing receipts in most recent order (daily).
- Responsible for checking audits, passing to Ms. Rogers for double checking, before giving to Mrs. Shareef for faxing and filing.
- Responsible for typing documents as needed.
- Responsible for completing assignment given audits, pay period etc....
- Responsible for organizing the file cabinet and maintaining a neat file cabinet
- Responsible for making sure all members info is correct; daily (Phone #, Address and Apt #) etc...
- Responsible for writing down times, when clients call back for Pick Up.
- Responsible for letting Drivers know about cancellations in advance.
- Responsible for letting Drivers know that clients called back in a timely manner.
- Responsible for getting Client's first and last name and appointment time before dispatching for call backs.
- Responsible for letting the clients know the driver will be late or ahead of time.
- Responsible for informing the doctors that clients will be late, and will they still be able to make their appointment.
- Responsible for calling clients back to make sure they made it home safely at the end of the day (randomly).
- Responsible for utilizing Nextraq, to see which driver is closer to a client for add on.
- Adhere to company policies and protocol.

#### **Qualifications and Education Requirements:**

- You need at least a high school diploma or GED to become a dispatcher, and much of your experience will be gained on the job.
- You may need to pass a written exam or a typing test before acquiring the job.
- You will need to pass a drug test, a background check, and possibly hearing and vision tests. Certification may be required.
- You must have a valid driver's license.

***ILF Transportation is an equal opportunity employer.***

***All positions will be cross-training in all areas of ILF Transportation.***

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