



# Business Center Specialists & Dispatcher Job Description

## Role and Responsibilities

The Business Center Specialist & Dispatcher is responsible for coordinating and managing transportation operations, ensuring efficient scheduling and dispatching of vehicles, and providing exceptional customer service to clients. This role is critical in maintaining smooth daily operations, meeting customer expectations, and optimizing resources to support the company's objectives.

## Job Skills and Requirements:

- Communication Skills: Clear communication via radio and phone, especially in distressing situations.
- Multitasking Ability: Coordinate multiple individuals' movements and needs simultaneously.
- Problem-Solving Skills: Quickly prioritize urgent situations.
- Technical Proficiency: Learn company-specific software; proficiency in English required, bilingual (Spanish) is a plus.
- Regulatory Compliance: Ensure drivers follow regulations while keeping customers satisfied.
- Organizational Skills: Manage high-stress situations effectively.
- Career Advancement: Potential for growth, including office assistant roles.
- Client Needs Assessment: Identify and assess special needs for clients or loads.
- Constant Readiness: Maintain alertness throughout shifts as a key contact for the company and drivers.
- Emergency Management: Stay calm and clear during emergency situations, responding to field personnel via phone and radio.

## Job Responsibilities:

- Schedule management and coordination for drivers and clients.
- Create reports, answer calls, and order equipment as needed.
- File receipts and conduct audits for verification.
- Type documents and complete audit-related assignments.
- Organize and maintain file cabinets.
- Ensure accurate member information daily.
- Record client pickup times and notify drivers of cancellations and callbacks.
- Update clients on driver arrival times and inform medical offices of delays.
- Randomly call clients to confirm safe return home.
- Use company's software to identify the nearest driver for pickups.
- Follow company policies and protocols.

## Qualifications and Education Requirements:

- Entry-level position; high school diploma or GED required (Associate degree preferred).
- 1-2 years of call center or dispatch experience preferred.
- Clerical skills with proficiency in Microsoft Word and Excel.
- May require passing a written exam or typing test.
- Drug test, background check, and possibly hearing and vision tests required.
- Valid driver's license mandatory.

*ILF Transportation utilizes a driver screening program.*

*ILF Transportation is an equal opportunity employer. All positions will be cross-training in all areas of ILF Transportation.*

INSPIRING LIVES FOREVER LLC.

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