

Dispatcher

Want to work for a company that's REALLY moving? Join Altran!

A Transit Dispatcher coordinates; schedules ride requests and directs the movement of buses in an effort to provide safe, dependable, and efficient transportation to the general public. The dispatcher is in direct contact with customers, drivers, and management. Safety and customer service is our top priority. Occasionally, a Transit Dispatcher may ride the bus or attend off-site training seminars, conferences, or presentations. This position is classified as safety-sensitive and is subject to criminal background checks and Federal drug and alcohol testing laws.

If you have the drive, confidence, and determination to succeed, Altran is looking for you!

Altran is proud to offer:

- Competitive wages
- A comprehensive benefits package with 9 paid holidays & ability to accrue 156 hours of sick/vacation per year, medical, vision, and dental coverage, 401(k) savings plan, 457 (b), and life insurance
- A great casual work environment!

Dispatcher Major Responsibilities:

- Responds to customer inquiries and needs in a timely manner. Serves as intake person for customer complaints/commendations, answers questions, explains policies, respond to complaints in a constructive manner and with a positive attitude. Also addresses the needs of walk in customers and welcomes visitors to the facility.
- Oversees trips assigned drivers by tracking trip performance measures, incidents, etc.
- Processes route openings, insertions, extensions and issue resolutions. Dispatch serves as vital link between customers and drivers. Provides information to drivers regarding passengers, additions, cancellations, payment, addresses, directions, detours, road conditions, and weather reports often by using the 2-way radio and telephone.
- Uses computer system to retrieve scheduled information. Uses reference material to quickly and accurately determine the best method to assist client.
- Provides customer support by responding to questions and concerns regarding customer trips including no shows, cancellations and missed trips.
- Completes a variety of daily reports and clerical duties.
- Answers and directs business calls to appropriate personnel.
- Manages emergency situations for drivers; act as liaison between the driver and emergency services.
- Manages daily service by reviewing route performance and proactively responding to situations that impact customer service.
- Schedules trips outside of Transit services when necessary.
- Schedules alternative rides for passengers.

Dispatcher Experience & Skills:

- Excellent phone demeanor and customer service skills
- Ability to work independently
- Excellent verbal, interpersonal, judgment and problem solving abilities
- Ability to maintain confidentiality

Minimum Qualifications:

- High School degree or G.E.D.
- Pass pre-employment drug test.
- Professional, positive attitude with pleasant demeanor.
- Excellent attention to detail.
- Excellent communication and customer relations skills.
- Good reading, writing, and mathematical skills.
- Good decision-making and problem solving skills.
- Good computer skills using spreadsheets and databases.
- Ability to control and direct drivers.
- Ability to efficiently organize data and resources.
- Ability to effectively communicate via 2-way radios and telephones.
- Ability to read maps and to provide written/oral directions and instructions.
- Ability to multitask, change focus quickly, and work with others to complete tasks.
- Ability to perform effectively in a busy and possible emergency situation.