

Dispatching representative

We are currently recruiting for a professional and reliable dispatcher to act as our company's first point of contact for emergency and non-emergency calls. In this position, you will be in charge of maintaining call logs, monitoring routes, transferring messages, and directing field units.

To excel in this position, all candidates should be able to multi-task in stressful conditions with little supervision. In addition to being an excellent communicator, the ideal candidate will also demonstrate super organizational and interpersonal skills.

Responsibilities:

- Answer emergency and non-emergency calls and document important information.
- Respond to any issues and follow-up by coordinating with the appropriate departments or field units.
- Operate and manage a multi-line telephone console system.
- Respond to queries related to products and deliveries.
- Use the phone or computer to direct crews and other field units to the appropriate sites.
- Prioritize and organize calls according to urgency.
- Supervise the route and status of field units to prioritize their daily schedule.
- Maintain and update call logs, call records and other important documentation.
- Engage new customers.
- Great negotiation skills.
- Manage a big number of customers daily.
- Coordinate customers daily routes and keep them on the road as needed.
- Follow up on dispatched customers to ensure they have made it to their destination.

Requirements:

- High school diploma or equivalent qualification is required.
- A minimum of 1 year experience in a similar role.
- Excellent English proficiency
- Strong knowledge of emergency processes and procedures.
- Excellent communication and interpersonal skills.
- Proficient in MS Office.
- Ability to work well under pressure.
- Early schedule availability.