

CANYON TRANSPORTATION – JOB DESCRIPTION

DISPATCHER

Canyon Transportation provides the majority of its services between the SLC airport and the ski resorts of Northern Utah.

The dispatcher coordinates the movements of passenger vans to and from the airports, resorts and other locations in and around Salt Lake City. Dispatcher contacts drivers and communicates with them through phones or two-way radios. They assign the drivers to their respective vehicles and make sure that they leave and arrive according to schedule. Dispatchers are available at all times to answer any questions from the drivers, and reservation staff. Dispatch must be able to work closely with the reservation team to coordinate trips in a timely manner. Dispatchers must have excellent computer skills to update and monitor driver's trips. There are also times when talking to clients is necessary in order to update them on trip statuses.

Perquisites include a Snowbird season pass, if requirements are met. Limited availability, first come, first served.

Responsibilities

- Dispatchers need to keep track of the progress that drivers make along their routes
- They also clock the drivers' in and out time
- Besides dealing with drivers on a daily basis, they must also handle requests and sometimes complaints made by the customers.
- Dispatchers work on a rotational basis that includes night shifts and may have to work on weekends and holidays.
- Work with and coordinate trips with the reservation staff.
- Dispatchers also need to be able to take reservations for clients.

Requirements

- Must be able to pass a background check
- Dispatchers need to have strong communication skills; they must give instructions clearly so that they are understood by the drivers
- They must be able to work under pressure
- As dispatchers receive a large number of calls and problems at the same time, they need to stay organized and prioritize the order of calls
- They also need to be adaptable to lengthy and strenuous working hours; dispatchers generally work a 40-hour week, and spend long periods sitting at their desk.