

Night Shift Dispatch Supervisor - Full Time

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About us:

Ride Doyle's has been a trusted name in transportation services for over 100 years. We pride ourselves on providing reliable, safe, and efficient taxi services to our community. We are currently seeking a dedicated and detail-oriented individual to join our team as a Night Shift Call Taker/Dispatcher.

Job Objective:

The primary purpose of the Taxi Dispatcher is to maintain the order of the cabs and dispatch vehicles and drivers to meet the customer's transportation needs. Conveys a high profile of the company by being neatly dressed and offering quality customer service courteously. This position requires control, multi-tasking, superior organizational skills, honesty, leadership skills and an unbiased nature.

Key Responsibilities:

- Answering incoming customer calls promptly and courteously. (Phone calls are the major priority)
- Assigning taxi fare in order of request to the first cab in line
- Receiving requests for taxi fares by telephone and makes sure that fares are being dispatched as soon as possible
- Monitoring and track the status of active trips to ensure timely service.
- Managing online orders
- Processing canned messages as soon as they come up
- Assisting drivers in answering questions and solving customer or vehicles problems
- Monitoring drivers to ensure quality work performance
- Helping train and counsel drivers on proper dispatch procedures
- Administering special requests for service: name, payment method, side of the building, help passenger to enter the vehicle, help with luggage etc.
- Following up on any complaints and accident reports to management
- Checking in drivers
- Performing other related duties as assigned or requested
- Entering and processing vouchers into a dispatch program
- Ensuring quality customer service during shift
- Responsible for his team's performance and statistics
- Handling on approach and training on daily basis
- Dispatching rides during peak hours
- Monitoring breaks

- Monitoring individuals' performances
- Provide guidance, support, and training to night shift staff.
- Weekly meeting with Dispatch Operations & Quality Manager
- Creating reports on daily supply, driver attendance
- Preparing extra drivers if needed in coordination with Dispatch Operations & Quality Manager
- Disabling and enabling disabled accounts (due to non-payment)
- Terminating drivers & call takers
- Enforcing the rules and policies of Doyle's Yellow Checker Cab Inc.

Conditions and Physical Demands:

- **Adaptability to Night Schedule:** Ability to adjust to and maintain alertness during night hours (11:00 PM - 7:00 AM local time). This includes managing sleep patterns effectively to ensure optimal performance during shifts.
- **Leadership and Decision-Making Skills:** Capable of leading a team and making quick, informed decisions, especially during emergencies or high-pressure situations.
- **Stamina and Alertness:** Ensure you have the physical and mental stamina to stay focused and responsive throughout the night. It's crucial to remain alert to handle calls and dispatch duties efficiently. Must be able to sit for extended periods of time.
- **Preparedness for Emergencies:** Be ready to handle any unexpected situations or emergencies that may arise during the night, including coordinating with emergency services if necessary.
- **Effective Time Management:** Manage tasks efficiently to ensure all calls and dispatches are handled promptly. Night shifts can sometimes be busier or quieter, so flexibility is key.
- **Strong Communication Skills:** Clear and effective communication is essential, especially during night shifts when there might be fewer support staff around. Ensure all messages and instructions are clearly understood by drivers and customers. Ability to receive detailed information through oral communication and make respond with a proper tone at all times.
- **Self-Motivation:** Night shifts often require working independently. A self-motivated and proactive approach will help you manage responsibilities effectively.
- **Support System:** Having a support system, whether it's family, friends, or colleagues, can be beneficial for maintaining a balanced lifestyle and managing the challenges of night shifts.

Essential Skills:

- Excellent command of the English language, both written and verbal.
- Have the communication skills to relay messages over the phone
- Utilizing professional telephone etiquette and must be able to give effective instructions to others
- Ability to perform intermediate math functions
- Must be able to sustain a high level of fair play, honesty and consistency
- Duties require the use of considerable initiative, judgment, and resourcefulness
- Position requires working under pressure and stressful periods to meet deadlines, expertise in dealing with people and situations involving issues, and establishing cooperative and productive work relationships
- Handles customer questions and complaints, communicates with customers, handles service problems politely and efficiently, always available for customers, follows procedure to solve customer problems, understands company products and services, maintains pleasant and professional image
- Meets commitments, works independently accepts accountability, handles change, sets personal standards, stays focused under pressure, meets attendance and punctuality requirements
- Excellent listening skills, builds strong relationships, is flexible, when necessary, negotiates effectively, solicits performance feedback and handles constructive criticism

- Understands duties and responsibilities, has necessary technical skills, understands company mission and values, keeps job knowledge current
- Keeps information organized and accessible, works systematically and efficiently, manages time well
- Prioritizes well, shows energy, reacts to opportunities, instills urgency in others, meets deadlines

Must be able to conform with all Doyle's Yellow Checker Cab INC. Rules and Regulations

Job Type: Full time

Salary: \$8.00 + per hour

Shift availability:

- Night Shift (Preferred)

Mon - Fri 11:00pm - 7:00am (30min break)

Sat-Sun 11:00pm - 7:00am (30min break)

*all breaks are unpaid

Qualifications:

- High school diploma or equivalent; additional education or certifications in transportation or management is a plus.
- Previous experience in a call center, dispatch, or customer service role is preferred.
- Excellent command of the English language, both written and verbal.
- Strong leadership, communication, and interpersonal skills..
- Ability to multitask and work under pressure.
- Proficiency with computer systems and dispatch software.
- Ability to work independently and make decisions quickly.
- Familiarity with the local area and routes is a plus.
- Reliable and punctual with a strong work ethic.
- Must be able to work night shifts, weekends, and holidays as required.

Work Location:

PC Capital Tower in our partner's office Hub

Onboarding will start any time between now and the beginning of July.

Lokacija: Sarajevo

Datum objave: 07. Jun 2024.

Datum isteka: 07. Jul 2024.