

# BENCHMARK *Dispatcher*

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**CLASSIFICATION GRID:** 4 NEW GRID 2  
(As of April 1, 2019)

**BENCHMARK TITLE:** DISPATCHER

**BENCHMARK NUMBER:** 80895

**JOB FAMILY:** TRANSPORTATION SERVICES

## SCOPE AND LEVEL DEFINITION

Receives calls, dispatches drivers in accordance with transportation requests, and advises clients, drivers, and schedulers of changes.

## TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Receives calls, and uses equipment such as two-way radio systems to dispatch drivers to pick up and transport clients in accordance with transportation requests and changes to same, such as new trip requests, changed times, and cancellations.
2. Advises clients, drivers, and schedulers of changes to transportation requirements, such as new trip requests, changed times, and cancellations.
3. Registers clients who are eligible for transportation services by performing duties such as entering client data into a computerized system, informing new clients of their identification numbers, and providing clients with information related to company policies and procedures.
4. Answers service-related inquiries and complaints, and follows up as required.
5. Completes and maintains related records and documentation such as logs.
6. Performs administrative support duties such as data entry and filing.
7. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Class V BC Driver's License
- Recent, related experience of six months  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Driving knowledge of applicable area