



JOB DESCRIPTION

Position: Dispatcher/Supervisor

Reports to: Collection Manager

Overview:

The Dispatcher/Supervisor communicates back and forth with California Waste Solutions (CWS) Drivers to assist with problem resolution while on route for residential, commercial and roll-off lines of business. This individual handles incoming service orders, directs drivers, and resolves service issues or escalates them as needed.

Key Job Functions

- Gather and maintain route sheet documentation for pick-ups (scheduled, missed, extra pick ups), route completions and driver locations.
- Ensure route completion via the driver check-in process
- Report driver performance issues or concerns to appropriate management for resolution
- Assigns routes and service tickets to appropriate Drivers throughout the day and for the next day; close service tickets each day
- Ensures same-day service on missed pick-ups by coordinating Driver movement in the field
- Records and documents information from Drivers and distributes to appropriate departments
- Communicates with maintenance shop personnel regarding emergency “road services”
- Provide backup supervisory support for Route Supervisors
- Perform other job-related duties as assigned

Required skills and qualifications:

- High School Diploma or G.E.D
- Must be able to communicate effectively and professionally via e-mail, telephone, and 2 way devices
- Good time management skills to ensure assigned responsibilities are completed in an efficient and safe manner
- Proficiency with commonly used Microsoft software programs
- Ability to work in a team environment and interact with diverse people

Desired skills and qualifications:

- Experience in collection or transportation industry a plus
- Spanish bi-lingual preferred

California Waste Solutions is an equal opportunity employer. We provide on-going training and competitive compensation package consisting of medical, dental, vision, life insurance coverage, and a 401k plan. Compensation will be commensurate with experience and qualifications.