

DISPATCHER

Reports to - General Manager

Job Purpose

Everything Revelstoke provides daily transfers between Kelowna Airport and Revelstoke, daily in-town transfers to and from Revelstoke Mountain Resort and sells products from activity and accommodation providers. The Dispatcher is required to coordinate the operations of the Stoke Shuttle & The Resort Express, liaise with the drivers, and produce and make adjustments to the schedule at least 7 days in advance. The dispatcher will also take reservations for all products offered and ensure customer satisfaction.

Duties & Responsibilities

- Open up the office and set up correctly.
- Greet and check in with driving staff and dispatch the morning shuttle.
- Check voicemails and emails and respond accordingly.
- Field calls from hotels and customers.
- Take reservations for shuttles and activities.
- Perform clerical duties set by the General Manager.
- Monitor road conditions and act accordingly.
- Field calls with customers at the airport.
- Coordinate customers and drivers at the airport.
- Enter and file all paperwork supplied by drivers.
- Constantly record movement and location of vehicles.
- Coordinate and record breakdowns and emergencies efficiently.
- Coordinate with Head Driver regarding vehicle maintenance.
- Monitor the shuttle schedule up to a week in advance.
- Handle complaints and respond accordingly.
- Meet with and report to the General Manager.
- Meet with and converse with the Head Driver.
- Perform routine cleaning of the office.
- Clear the 6pm driver at airport
- Check schedule for the next day and make adjustments where necessary.
- Hand over to evening reservations staff.

Working Conditions

- Shifts are 9 hours long.
- All shifts are 08:30 – 17:30.
- Required to wear smart attire.
- Dispatchers are paid on a bi-weekly basis, as well as 4% vacation pay, via cheque or direct deposit.
- Training will be provided to all employees.
- Dispatchers start on \$16 per hour during training and then \$18 when trained.