

## **DISPATCHER**

Big Al's Towing is accepting applications for qualified individuals in our dispatch center.

Please read the following job description before applying for employment in this position. Should you decide to apply for the position after reading the job description, contact our office and request a dispatch application to be filled out in your own handwriting and turned in for further consideration in the dispatch position.

Applications must be delivered by hand, faxed, or mailed. Although resumes are always appreciated, they cannot be accepted in lieu of a completed application. Before an interview can be done, we must have a completed application.

### **MISSION STATEMENT:**

To provide safe, professional, damage free towing and roadside services in a timely manner at a reasonable cost. We will strive for complete confidence in our services from customers, motor clubs, and law enforcement.

### **JOB DESCRIPTION:**

Big Al's Towing is staffed 24/7 with drivers and dispatchers either in the office or on call. Our dispatchers handle calls from a variety of customers and you will be required to learn not only the ins and outs of our company, but the policies and procedures to handle each one of our accounts.

Towing Operators perform towing and roadside assistance call for Fleet companies, shops, law enforcement, retail customers, and insurance companies.

You will be required to learn and know which piece of equipment can tow the vehicle and to dispatch that truck and driver within the time that was given to the customer. Tow calls might include passenger cars, pickup trucks, SUV's, motorcycles, tractor trailers, heavy equipment, etc.

Most of the calls we respond to are not accidents. The majority of the requests for assistance are for vehicle transport from a home or business to a repair facility.

Our Towing Operators also provide roadside assistance calls that include changing a flat tire, performing lockout services, fuel delivery, jump starting a vehicle or selling and installing a battery if necessary. Other duties include providing passenger transport when needed or assistance with traffic control and cleanup on a call already in progress for another team member.

During the winter or rainy seasons, we often perform Winch out service for motorists who have become stuck or have slid off the main roadway. Simply getting them back on the road is all that is required before sending them on their way. Sometimes the job is more complex and a recovery is needed followed by a tow.

Big Al's Towing & Recovery prides itself on providing professional and efficient customer service to every customer and expects that our employees will maintain that presence with every call and customer that they service.

## **EXPECTATIONS:**

As the dispatcher, you are the first person to represent the business and “close the sale” or keep the customer once they have called. We are in business to help people, but because it is a business, a lot of time, money, and work went into gaining each and every potential customer. That is where your job of “closing the sale” comes in.

Unlike most other businesses that focus their advertising to sway you instantly towards a new purchase such as a new car or other item you may not need; in towing, we spend many years building an image and reputation for that one moment when your vehicle breaks down and you remember: “Big Al’s Towing is the company I want! I see them everywhere!”

Dispatching can be very hectic. Not only do you need to “make & close the sale,” but you need to “control it too.” It requires a careful balance of obtaining the information quickly and accurately so that we can get the truck going to them as quickly as possible. It also requires letting the customer talk and share their frustration about what is wrong with the car or how they are handling this inconvenience. Also, learning how to calm the customer and not let them take too much of your time as there are other calls and tasks that will need to be handled.

Being able to multi-task and utilize the “hold” button are critical to maintaining control of the situation. Especially when the calls are coming in fast, which does happen from time to time. However, it isn’t always that way and there can be some slow times too. This is our opportunity to catch up on tasks that have been put aside and to complete additional projects and tasks that need to be accomplished, there is always something that must be completed in our line of business.

Finally, we work very close as a team and it is important to maintain the team atmosphere even in hectic times. It is also very important that each member of the team realize how crucial it is to be on time for your shift (meaning being ready to work) or if necessary staying late to help get everything under control. Due to the nature of our business, we never know when the calls might just start pouring in and it might be right at 5:00pm when everybody else is trying to get home as well.

## **HOURS & SHIFTS:**

As we have already stated, this is a 24/7 business and we are staffed every hour of every day in dispatch, at this point that includes dispatching from out of the office for some employees after office hours. This is where the additional hours could come in if you feel that you can handle it and we feel that you are the right fit for after hours dispatching. Due to the size of our business we do require you to be in the office during your scheduled hours, and later if it is busy. Also, please arrive at least 15 minutes early to put your belongings away and be prepared to work at your scheduled starting time.

## **WAGES AND COMPENSATION:**

Wages depend on experience and raises depend on the rate that you learn your position and performance review outcomes.

Paid vacation is for full time (40 hrs/week) employees and you are encouraged to take time off every year as a reward for the hard work the you have put in. Paid vacation is awarded as follows:

After 12 months of employment – 5 days or 40 hours of paid vacation

After 24 months of employment – 10 days or 80 hours of paid vacation

## **EMPLOYMENT REQUIREMENTS:**

- Criminal background check to be completed during the interview process.
- Pre-employment drug screening after interview and background check. Random drug screenings will also be completed throughout employment.
- Applicants must be able to write legibly and spell correctly.
- Applicants must be able to type a minimum of 40wmp (a typing test will be administered).
- Microsoft Office experience and ability to learn new programs quickly.
- Applicants must be detail oriented and organized.
- Applicants must be able to think quickly and also know when to ask for help in decisions.
- Applicants should be prepared for long periods of sitting.