

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, download the job description and application from the website. Retain the job description for your records and fill the application out in your own handwriting and submit to our office for further consideration for a dispatcher position.

Applications must be delivered by hand to our office. 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 24/7/365 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 calls 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 allotted time 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 services 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 for providing professional and efficient customer service to all customers. Maintaining a professional presence for all customers, customer calls, and service to our customers is expected from all employees of Big Al's Towing & Recovery.

EXPECTATIONS:

As the dispatcher, you are the first person to represent the business and “close the sale” or keep the customer once they call for service. We are in business to help people. We have invested time, money, and work gaining each and every potential customer. That is where your job of “closing the sale” comes in.

The towing business is unlike many other businesses. Other businesses focus advertising and advertising costs to sway a customer to purchase a new item such as car or other item the customer may not need. We spend years building an image and reputation for those moments when a vehicle breaks down and the customer remembers: “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 a truck and driver on the way to the customer 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 because there are other calls and tasks that 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 for the completion of tasks and additional projects which have been set aside while focusing on the service and safety of our customers.

Finally, we work closely as a team. It is important to maintain the team atmosphere, especially in hectic times. It is extremely 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 start pouring in. It might be right at 5:00pm when everybody else is trying to commute from work.

HOURS & SHIFTS:

As we have already stated, this is a 24/7/365 business. We are staffed every hour of every day in dispatch, which includes dispatching from out of the office, and 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 afterhours dispatching. Due to the size of our business we do require you to be in the office from Monday – Friday 8am to 5pm, 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 8:00am. You will receive a lunch and we will do the best we can to have it at the same hour each day, but again that depends on the nature of the business.

WAGES AND COMPENSATION:

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

Paid vacations are for full time (40 hrs./week) employees and you are encouraged to take time off every year as a reward for the hard work you put in. Paid vacations are 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 checks are 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 with decisions.
- Applicants should be prepared for long periods of sitting.

BIG AL'S TOWING & RECOVERY, LLC

6526 US HWY 30 Cheyenne, WY 82001; Phone (307) 632-6999 Fax (307) 632-7007

APPLICATION FOR EMPLOYMENT

Name: FIRST-MIDDLE LAST (AS IT APPEARS ON SOCIAL SECURITY CARD)		SOCIAL SECURITY NO.		TODAY'S DATE	
DATE OF BIRTH:	FORMER NAME:	PHONE:	DRIVERS LICENSE NO. & EXPIRATION:		
List below all address at which you have lived in the last (5) years starting with your present address:					
	STREET ADDRESS	CITY	STATE	ZIP CODE	DATE FROM TO
PRESENT ADDRESS					
PREVIOUS ADDRESS					
PREVIOUS ADDRESS					
PREVIOUS ADDRESS					
PREVIOUS ADDRESS					
POSITION APPLIED FOR:		RATE OF PAY EXPECTED:		DATE AVAILABLE TO START:	
ARE YOU ABLE TO WORK ANY DAY OF THE WEEK AND ANY SHIFT DURING THE DAY? <input type="checkbox"/> YES <input type="checkbox"/> NO					
IF NO, WHAT DAY(S) OF THE WEEK OR SHIFT(S) CAN YOU WORK? _____					
HIGH SCHOOL			ADDRESS		
DATES ATTENDED:		DID YOU GRADUATE?		DEGREE/AREA OF STUDY	
FROM	TO	<input type="checkbox"/> YES <input type="checkbox"/> NO			
COLLEGE			ADDRESS		
DATES ATTENDED:		DID YOU GRADUATE?		DEGREE/AREA OF STUDY	
FROM	TO	<input type="checkbox"/> YES <input type="checkbox"/> NO			
CERTIFICATIONS RECEIVED:					
Have you ever served in the U.S. military or Armed Forces? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, what branch _____					
Your primary specialty: _____ Rank at discharge: _____					
Type of Discharge: _____					
Have you ever been convicted of a crime involving alcohol or other controlled substance, arson, explosives, firearms, or other weapons, theft, dishonesty, threats, or violence under your current or any other name? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, describe below: <i>Note: A conviction will not necessarily prevent you from being offered employment.</i>					
Offense: _____					
Date Convicted: _____			Penalty: _____		
Disposition: _____			Name under which you were convicted: _____		
Have you ever applied to this company before? YES _____ NO _____ If yes, when? _____					

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How did you hear about this position? _____

EMPLOYMENT, EDUCATION, AND MILITARY RECORD, ETC.: LIST PRESENT AND ALL PREVIOUS EMPLOYMENT, MILITARY SERVICE, AND EDUCATIONAL EXPERIENCE DURING THE PAST TEN (10) YEARS. INCLUDE ALL PERIODS OF UNEMPLOYMENT LASTING SIX MONTHS OR MORE.

ARE YOU CURRENTLY EMPLOYED? YES _____ NO _____ IF YES, HOW MUCH NOTICE WILL YOU NEED TO GIVE? _____

MONTH/YEAR HIRED: _____ MAY WE CONTACT YOUR CURRENT EMPLOYER? _____

COMPANY NAME: _____

ADDRESS: _____

PHONE: _____ SUPERVISOR NAME & TITLE: _____

TYPE OF BUSINESS: _____ YOUR POSITION: _____

DUTIES/RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____

DATES EMPLOYED: _____ MAY WE CONTACT EMPLOYER? _____

COMPANY NAME: _____

ADDRESS: _____

PHONE: _____ SUPERVISOR NAME & TITLE: _____

TYPE OF BUSINESS: _____ YOUR POSITION: _____

DUTIES/RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____

DATES EMPLOYED: _____ MAY WE CONTACT EMPLOYER? _____

COMPANY NAME: _____

ADDRESS: _____

PHONE: _____ SUPERVISOR NAME & TITLE: _____

TYPE OF BUSINESS: _____ YOUR POSITION: _____

DUTIES/RESPONSIBILITIES: _____

REASON FOR LEAVING: _____

STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____

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APPLICATION FOR EMPLOYMENT

<p>DATES EMPLOYED: _____ MAY WE CONTACT EMPLOYER? _____</p> <p>COMPANY NAME: _____</p> <p>ADDRESS: _____</p> <p>PHONE: _____ SUPERVISOR NAME & TITLE: _____</p> <p>TYPE OF BUSINESS: _____ YOUR POSITION: _____</p> <p>DUTIES/RESPONSIBILITIES: _____</p> <p>REASON FOR LEAVING: _____</p> <p>STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____</p>
<p>DATES EMPLOYED: _____ MAY WE CONTACT EMPLOYER? _____</p> <p>COMPANY NAME: _____</p> <p>ADDRESS: _____</p> <p>PHONE: _____ SUPERVISOR NAME & TITLE: _____</p> <p>TYPE OF BUSINESS: _____ YOUR POSITION: _____</p> <p>DUTIES/RESPONSIBILITIES: _____</p> <p>REASON FOR LEAVING: _____</p> <p>STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____</p>
<p>DATES EMPLOYED: _____ MAY WE CONTACT EMPLOYER? _____</p> <p>COMPANY NAME: _____</p> <p>ADDRESS: _____</p> <p>PHONE: _____ SUPERVISOR NAME & TITLE: _____</p> <p>TYPE OF BUSINESS: _____ YOUR POSITION: _____</p> <p>DUTIES/RESPONSIBILITIES: _____</p> <p>REASON FOR LEAVING: _____</p> <p>STARTING RATE OF PAY: _____ ENDING RATE OF PAY: _____</p>
<p>ONLY FILL THIS SECTION OUT IF YOU NEED MORE SPACE FOR ABOVE POSITIONS (LIST POSITION FIRST AND THEN CONTINUE AS NEEDED):</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

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DISPATCH/CLERICAL/ADMINISTRATIVE ONLY

Place a check next to all the skills or types of work in which you have had training or experience. Indicate the number of years training/experience for each skill/type of work.

SKILL	Number Training Years	Number Experience Years	SKILL	Number Training Years	Number Experience Years
Typing WPM			Dispatch		
Shorthand WPM			Switch Board		
Computer Word Processing			Accounts Payable		
Computer Spread Sheet			Accounts Receivable		
Microsoft Word			Customer Service		
Microsoft Excel			Microsoft Outlook		

LIST THE COMPUTER PROGRAMS AND EQUIPMENT THAT YOU ARE MOST FAMILIAR WITH:

HOW WOULD YOU RATE YOUR CUSTOMER SERVICE SKILLS? (Please explain in detail)

Applicant – Do Not Write Below This Line (Continue To Last Page of Application)

Typing Test Results: _____

Additional Testing Results:

Interview Notes:

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APPLICATION FOR EMPLOYMENT

This Application will remain active for a period of three (3) months from the date of application.

All applicants must read and sign below:

It is agreed and understood that:

1. Completing this application will in no way assure that I will be employed.
2. This application was completed by me; all entries on it and information in it are true and complete to the best of my knowledge and any misrepresentations of information given shall be considered an act of dishonesty subjecting me to disqualification or discharge. I will furnish freely such information or documents that may be required to complete my employment file.
3. In consideration of my being considered for employment and or being employed I hereby agree to submit to physical examinations and tests as may be required by the company, and I do hereby (1) grant release and assign unto Big Al's Towing & Recovery, LLC all rights, title and interest that I may subsequently acquire in all records and reports arising out of or in connection with said examinations and tests and (2) waive all rights to be advised on the content of said records and reports or to receive copies thereof, without prior written consent of Big Al's Towing & Recovery, LLC.
4. If employed, I agree (1) to conform to the rules and regulations of Big Al's Towing & Recovery, LLC and (2) that my employment relationship with Big Al's Towing & Recovery, LLC is voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or the company can terminate the relationship at will, for any reason, with or without cause, at any time. I further understand and agree that consistent with this policy of at-will employment, the Company can discipline, demote or suspend me or decrease pay as it sees fit, at its sole and absolute discretion, with or without advance warning. I understand that the terms and conditions herein set forth may only be modified by written agreement jointly executed by myself and the President of the Company.

I hereby authorize Big Al's Towing & Recovery, LLC, or its agents (1) to investigate my previous record of employment to ascertain any and all information which may concern my record whether same is of record or not and I release my former employer from all liability for any damage on account of furnishing such information; (2) to investigate my previous scholastic record, and pursuant to the Family Educational Rights and Privacy Act of 1974, I authorize release of my education records by any educational agency or institution which I have attended; (3) to secure an investigate consumer report pursuant to Section 606 of the Fair Credit Reporting Act, including information as to my character, general reputation, personal characteristics and mode of living, whichever are applicable, provided that I may receive the name and address of the investigating consumer reporting agency from whom I may make a written request to receive full disclosure of any such investigative consumer report to receive same; and (4) to investigate my background, including criminal records, and obtain such other information lawfully available to Big Al's Towing & Recovery, LLC as it deems appropriate and I release the supplier of such information from all liability for any damage that may result from releasing such information.

SIGNATURE _____ DATE: _____

PRINTED NAME _____

Big Al's Towing & Recovery, LLC Equal Employment Opportunity Policy

It is Big Al's Towing & Recovery, LLC's policy to select the best qualified person for each position in the company. The Company will not discriminate against any applicant because of race, color, religion, sex, age, national origin, handicap, marital status or veteran status. This policy applies to all employment practices and personnel actions.

Recognizing the value of using human resources to their fullest, the company has developed and instituted policies and procedures to ensure that it will (a) Recruit, hire, train, and promote persons, in all job classifications without regard to age, race, color religion, national origin, sex or physical or mental handicap, (b) Base decisions on employment to further the principle of equal employment opportunity, (c) Base promotion decisions on principles of equal opportunity by imposing only valid requirements for promotional opportunities, (d) Administer all personnel actions such as compensation, benefits, transfers, layoffs, returns from layoffs, terminations, and Company sponsored programs without regard to age, race, color, religion, national origin, sex or physical or mental handicap. (e) Maintain a nondiscriminatory job environment free of sexually harassing conduct.

Applicant – Do Not Write Below This Line

First Interview Date & Time: _____

Hiring Mgr. Approval: _____

Ride along/Second Interview Date & Time: _____

President Approval: _____