



JOB DESCRIPTION

Position: Dispatcher/Route Supervisor

Reports to:

Overview:

The Dispatcher/Route 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.
- Assists in determining daily level of driver staffing to provide best mix of responsiveness and productivity
- Ensure route completion via the driver check-in process
- Stays in periodic contact with crews throughout the day on a set schedule to keep abreast of any issues that may affect daily production.
- 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
- Immediately informs management of any accident or safety/compliance concerns
- Communicates with maintenance shop personnel regarding emergency “road services”
- Perform other job-related duties as assigned

Required skills and qualifications:

- 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 in MS Office with an in depth knowledge of Word and Excel to record, analyze, and report information
- Organizational skills for planning, decision-making and executing with excellence
- Excellent verbal/written competencies and overall communication effectiveness
- Strong interpersonal skills with the ability to lead and work within a team structure
- Ability to work in a team environment



- Ability to interact with diverse people

Desired skills and qualifications:

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

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.