

JOB POSTING

POSITION: Dispatcher (Full Time Position - includes Weekends)
DEPARTMENT: Executive Driver Services
REPORTS TO: Director of Driver Services
LOCATION: Greater New York City - Remote

Commonwealth Worldwide Executive Transportation (CWW), in our 40th year of providing exceptional service to corporate travelers, is looking for an experienced Dispatcher to join the team in support of our Greater New York operations. This position will carry out day-to-day functions of the Dispatch department as designated by management/ leadership, as needed and based on company needs. **Full-time: Monday - Wednesday 3:00-11:00pm/Saturday and Sunday 8:00am-4:00pm.** (All times Eastern)

RESPONSIBILITIES

- Assign and schedule work to drivers in order to efficiently fulfill daily bookings
- Track and code status of trips to ensure timely and accurate trip completion
- Manage multiple tasks in a time sensitive environment
- Provide support to reservation agents as needed, including:
 - Creating transportation itineraries for clients and booking agents
 - Using Livery Coach Software and standard workflow processes including fax, email and computerized reservation systems.
- Function as a customer support person with responsibility for troubleshooting any reported problem, identifying the source of the problem and either correcting the problem or escalating it to the point of resolution
- Understand CWW services, including: pricing, vehicle types, travel times, airport procedures and codes, affiliate network.

EDUCATION & EXPERIENCE

- Education - minimum high school diploma, GED or equivalent
- Ability to function at high performance level under tremendous pressure
- Exceptional multi-tasking abilities
- Minimum two (2) years dispatching experience
- Demonstrated proficiency in complex map reading
- Expert navigational understanding of greater metropolitan and outlying areas
- Strong customer service/support and problem resolution skills required
- Strong communication skills, both oral and written, required
- Strong attention to detail and process required
- Solid judgment skills and sense of urgency required
- Experience in a fast-paced, mission-critical environment a plus

Physical Demands:

- Primarily remains in a stationary position (remotely)
- Primarily operates a computer using provided software
- Frequently communicates, in English, with employees at all levels

Commonwealth Worldwide Transportation is an Equal Opportunity Employer