

Dispatcher

McGann and Chester, LLC is looking for a highly energetic, detailed, self-motivated, responsible dispatcher to answer calls for towing, emergency service or accidents using a computer-aided dispatch system. They will gather detailed information over the phone and communicate this to the drivers and service technicians to get help on the way. Dispatchers are also responsible for quoting jobs using the current pricing lists available and entering tow slips into the system accurately and without delay.

Dispatchers are required to assist customers with retrieving their impounded vehicle or property inside vehicles that have been impounded, adhering to strict guidelines for verifying ownership and processing payment.

This is a fast paced environment that can be stressful at times, requiring those on shift to have emotion control at all times.

Duties/Responsibilities:

- Verify customer insurance, vehicle registration, and driver license that they are valid and the owner of the impounded vehicle.
- Assist customers with retrieving their impounded vehicle or personal property that may be in the vehicle.
- Take payment from customers and process accordingly.
- Effectively prioritize situations and make decision based on the information received, reacting quickly and calmly in emergency situations with spills, accidents, or recovery needing specific responding vehicles alerted.
- Provide accurate and timely service when releasing vehicles from storage.
- Use downtime effectively by auditing work, cleaning work area, looking for additional learning opportunities within the dispatch/cashier area, or assisting coworkers with questions or workload.
- Monitoring the security of the tow pound and all McGann and Chester, LLC property by monitoring gates and security cameras.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Familiarity of vehicles makes and models, trucks and equipment.
- Excellent interpersonal and customer service skills.
- Excellent degree of emotional self control.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Excellent data entry abilities.
- Phone etiquette.

- Ability to function well in a high-paced and at times stressful environment.

Education and Experience:

High school diploma or equivalent

One to two years dispatching experience preferred

Two years call center experience preferred

One year of customer service preferred

Shift/Schedule:

McGann and Chester is a 24 hours, 365 days business operation. Dispatchers will be required to be available to work all shifts, including weekends and holidays, assisting with covering call offs and vacation schedules.

Physical Requirements:

Prolonged periods of sitting at a desk and working on a computer

Some bending, lifting and/or twisting

Standing for periods of time

Talking on the phone

ADDITIONAL BENEFITS

Medical, Dental, and Visions Benefits

401(k) with employer match

Life Insurance

Paid Holidays

Paid Time Off (PTO)