

# Assistant Dispatcher

[Grover Beach, CA AmericanStar Trailways](#)

## Compensation

\$15 to \$17 Hourly

## Benefits Offered

Vision, Medical, Dental, 401K

## Employment Type

Full-Time

Assistant Dispatcher: Job Description

Dispatch is the heart of our business. This fast paced and challenging position requires daily communication with a wide range of people including, but not limited to: customers, administrative personnel, motor-coach drivers, the maintenance director and supporting staff, management and company officers. A high level of independence is required; this job comes with variety of responsibilities. Assisting in the dispatch department will allow you to gain an invaluable exposure to, and work within, virtually all aspects of our business. Dispatching requires one to maintain a detailed eye on operations and be prepared for any contingency; problem solving is a key component of this job. Additionally, the dispatch department serves as the company's "timekeeper" to monitor trip times, ensuring our motor-coach operators and clients meet and go along their way seamlessly.

Qualities and Skills:

- Strong organizational / leadership skills.
- The ability to multitask while remaining detail oriented.
- Excellent communication and human relations skills (verbal, written and phone).
- The ability to thrive under pressure or unusual assignments and remain calm.
- Critical thinking skills are a must; this position requires someone who can choose the best solution to accomplish a goal in a timely and cost effective way, often times under pressure.
- Time-management; managing one's own time and the time of others in the most effective and streamlined way.
- Experience in a dynamic work environment with constantly changing priorities.
- Solid work ethic and loyalty to the company is a must.
- Customer service skills are necessary.
- Must be willing to resolve conflicts and negotiate with others.
- Legible handwriting is important.
- Able to learn quickly and retain information as it relates to the busing/transportation industry.

- Self-starter.
- Flexible (hours can vary).
- Computer literate is a MUST.
- Ability to perform many multitasking duties simultaneously.

Job Duties: May vary and are not limited to the following:

- Coordinate drivers and routes according to customer requests.
- Review driver's log books and trip paper work; keep a running account of driver hours of compliance.
- Quote and package trips.
- Generate contracts.
- Maintain good customer relations with clients.
- Assist and help facilitate the leading of a team of drivers and additional dispatching staff.
- Stay current on evolving DOT regulations. \*\*\*\*IT IS A MUST. \*\*\*\*
- Generate a driver schedule/dispatch schedule weekly and revise as needed.
- Assist with driver file compliance as needed.
- Sales as needed.
- Create and update all bus books.
- Backup incoming office calls as needed.
- Report all counseling (verbal or written) to HR.
- Manage and report all driver incidents and/or accidents to the officers of the company.

### **About AmericanStar Trailways:**

AmericanStar Trailways, founded in 1991, is a locally owned and operated passenger Transportation Corporation. Our company has motor coach operating authority for the entire United States, Canada and Mexico. We are certified to operate by the ICC, CHP, PUC, DOD, DOT, DMV and Department of Education. All of our motor coaches, buses, demand responsive units, vans and drivers are school bus, S.P.A.B. (School Pupil Activity Bus), GPPV, and/or CHP/DMV certified. AmericanStar provides charter and contract transportation services from Los Angeles to San Francisco and well beyond. We offer packaged tours and travel for airlines, motor coach, cruise lines and Amtrak service. We are a small, woman owned business and qualify as a Disadvantaged Business Enterprise under federal guidelines. AmericanStar has a reputation on the Central Coast that is unsurpassed by any other bus company in safety, customer service and dependability; we've earned it! We are a family run company that is always looking ahead while appreciating and respecting our roots.