Dispatch Coordinator

Location: Fremont

Shift Schedule: 4pm - 2am, 2am - 11am

At B.A.T.S, our goal is to provide high quality safety traffic control services to contractor's work areas. We serve the needs of varied industries, and are concerned with maintaining a safe work environment for the contractor's crew, our employees and the public. We are confident that our skilled and experienced employees will achieve just that.

POSITION SUMMARY
Assist the Dispatch department in order to have coverage during operating hours and support B.A.T.S. operations.

POSITION DUTIES
• Answer phones, voice mail and e-mail messages
  o Record job orders called in
  o Communicate job orders with dispatch for scheduling
  o Assist Dispatch in scheduling employees for projects
  o Assist Dispatch with monitoring and following up on job orders
  o Review scheduling requirements against job orders
  o Schedule locations based on experience, needs and distance of job
  o Initiate, monitor and maintain employee STAT Sheets
  o Confirm all employee schedules and verify job orders daily
  o Assist in preparing equipment and needs for every job order
  o Prepare check-in sheet and STAT sheets
  o Distribute copies of STAT sheets for AP
  o Communicate all scheduling changes to employees and record on job order
  o Communicate all changes to Dispatch and AP
• Employee check-in and out
  o Map out job location for employees before going on to job
  o Direct employees to location, new employees need to be indoctrinated and taken to location.
  o Enforce B.A.T.S rules, regulations and safety procedures
  o Inform managers of employee no shows, absences etc. making adjustments accordingly
  o Batch completed and corrected STAT sheets, with job order slips and be routed to AP
  o Confirm that job orders are being completed, call crew to ensure they have made it to their destination
  o Follow and adhere to Union Contract language

• OFFICE DUTIES
  o Maintain Scheduling office filing system, Fax, dispatch slips, STAT sheets etc.
o Monitoring upcoming job orders
o Payroll check handout
o Verifying and researching payroll complaints
o Submit employee time off requests and disciplinary action forms to Human Resources
o Enforce B.A.T.S, contract rules and the issuance of approved verbal and written documentation
o Assist with filling out and distributing accident reports
o Assist Dispatch team with additional duties as required
o Schedule may change depending on Dispatch needs
o On hand during jobs/projects, to ensure proper staffing and equipment available before the start of a job/project
o Assist Dispatch department with other related duties as needed.

WHAT YOU NEED TO BE AMAZING AT B.A.T.S:

- Strong problem solving skills
- Ability to maintain pleasant and cheerful customer service demeanor
- Positive, can-do attitude in the face of adversity
- Extreme organizational skills
- Ability to accurately maintain financial and inventory records
- Ability to work with various computer systems (QuickBooks, MS Windows Office, Internet Applications)
- Ability to work nights and weekends
- Ability to multi-task and work in high stress environment
- Previous experience in dispatch and/or construction environment preferred
- Bilingual in English/Spanish preferred
- Ability to work independently

What you need to have done before you get here:
- High School diploma or GED and two years of college course work or equivalent experience.
- At least two years of retail, office management, inventory or dispatch/call center experience.

WHAT YOU PHYSICALLY MAY BE REQUIRED TO DO:
- Prolonged sitting and minor heavy lifting may be required

To apply send resume with cover letter to: ssantana@gobats.net

Equal Employment Opportunity and Non-Discrimination: Bay Area Traffic Solutions, adheres to providing Equal Employment opportunity and Affirmative Action. Bay Area Traffic Solutions does not discriminate on the basis of race, color, creed, religion, national or ethnic origin, sex, gender, age, sexual orientation, marital status, pregnancy, disability, medical condition, or veteran status.
Employment is contingent upon new employees verifying legal permission to work in the United States, successfully passing criminal and drug screening.