



## Dispatch – Permanent Full Time Campbell River

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### **Nature of Work:**

The Dispatch position is to act as a communication point for dispatching Technicians in emergency and non-emergency calls. You will receive requests, transmit messages, and track vehicles. This position will require you to be an excellent communicator and able to remain calm and composed, especially in stressful situations. You must be able to multi-task as well as take the appropriate action with little supervision.

The goal is to enable different parties to communicate well by ensuring the accurate and timely transmission of information.

### **Principle Accountabilities:**

- Receiving and dispatching service orders for services
- Receiving and dispatching trouble requests and ensuring all trouble tickets are closed in a timely manner for reporting purposes
- Addressing problems and requests by transmitting information or providing solutions
- Maintain and monitor Technician Schedule
- Compile and maintain plant records (service location)
- Communicate with Technician Forman, Technician Supervisors, Outside Plant Technical Manager and the VP, of Outside Plant as required to complete tasks and deliverables
- Provide real-time guidance and support to Technicians, Customer Service, and Technical Support
- Other duties as assigned.

### **Required Education**

- Secondary School Diploma
- Post-Secondary studies in business, management, finance (or field relating to quality assurance) would be an asset

### **Qualifications and Experience**

- A minimum of 3 to 5 years of experience working in a customer service/contact center environment
- Strong knowledge of CityWest processes and workflows.
- In depth knowledge and experience with CityWest tools and resources
- Must demonstrate a predictable and reliable attendance record
- Excellent verbal and written communication and presentation skills
- Proficient at an intermediate level in Office 365 (Excel, Word, Outlook, etc.)
- Positive can-do attitude; able to work as part of a team and independently
- Must be able to assess and determine priorities and contribute to continuous improvement
- Demonstrated history of providing exceptional customer service

### **Skills and Competencies:**

- Ability to interact and communicate professionally with a diverse group (peers, customers, supervisors, managers, and subject matter experts).
- Strong problem-solving skills
- Organized, attentive to detail
- Ability to manage through stressful situations and adversity

To apply for the position, submit a résumé and cover letter to the attention of Human Resources at [recruitment@cwct.ca](mailto:recruitment@cwct.ca)  
We thank all applicants in advance for their interest, but we will only be contacting short-listed candidates for interviews.