

KUSSBUS

by Utopian Future Technologies SA

Dispatcher / Operator (m/f)

ROLE

We are looking for a reliable **Dispatcher / Operator** to act as a planner of daily business and communication point for emergency and non-emergency situations. You will receive requests, transmit messages, track and plan buses tours.

The ideal candidate must be primarily an excellent communicator and able to remain calm and composed, especially in emergency and stress situations. You must be able to multi-task as well as take the appropriate action with little supervision.

Responsibilities

- Receive emergency and non-emergency messages and treat significant information
- Address problems and requests by transmitting information or providing solutions
- Prioritize messages according to urgency and importance
- Use phone or computer to send buses to appropriate locations and to communicate with our customers
- Monitor the route and status of field units to plan, supervise, coordinate and prioritize their schedule
- Provide field units with information about changes, traffic, obstacles and requirements
- Enter data in computer system and maintain logs and records of messages, activities and other information

In detail

- Preparation of daily business
 - Definition of stops (weekly)
 - Definition of routes (weekly)
 - Verification of stops (daily)
 - Update of stops and routes (daily)
 - Assignment of routes to Bus Operators (daily or weekly)
 - Verification of roadworks
- Supervision of daily business
 - Verification that drivers and buses have been assigned to routes
 - Verification that drivers start their tour
 - Handling of problems
 - Handling of customer requests during operations
- Analysis of daily business
 - Reporting for UFT
 - Reporting for bus operators

- Handling of customer requests outside of operations
- Bus operator's relation
 - Manage drivers and buses in Kussbus database
 - Assign drivers and buses to routes
 - Handling of problems during operations

Requirements

- Proven experience as dispatcher or relevant position
- Fast typing with experience in data entry
- Knowledge of procedures and guideline for emergency situations
- Proficient in English, French and German (oral and written) Luxembourgish is a plus
- Outstanding organizational and multitasking abilities
- Active listener with excellent communication skills
- Sound judgement and critical thinking
- Secondary school diploma
- Technical affinities
- Dynamic and proactive
- Motivated and reliable

What we offer

We offer from beginning of January 2018 a full time indefinite contract of employment located in Luxembourg City with a helpful and dynamic environment where you can fully realize yourself. Working hours will be from 5h – 14h or 13h – 21h30. If you want to start a new challenging experience, please send us your application including a CV and a cover letter to jobs@kussbus.lu.