



by Utopian Future Technologies SA

Dispatcher - / Operator centre manager (m/f)

ROLE

We are looking for a skilled and experienced **Dispatcher - / Operator centre manager** to supervise daily operations and personnel aiming for maximum efficiency and reliability. You will also ensure that technology is utilized to a maximum and that staff are well-organized and productive.

Kussbus is looking for an organized, reliable and results-driven professional. You must have a practical mind to solve problems on the spot partnered with an ability to see the “big picture” and make improvements. Additionally, you must have excellent customer service and communication skills.

The goal is to do everything possible to attain goals and achieve great results for our company.

Responsibilities

- Develop objectives for the operations centre’s day-to-day activities
- Conduct effective resource planning to maximize the productivity of resources (people, technology etc.)
- Supervise and organise our daily business
- Collect and analyse statistics
- Hire, coach and provide training to personnel to maintain high customer service standards
- Monitor and improve our CRM
- Evaluate performance with key metrics
- Prepare reports for different departments or upper management

- 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 call-, operator-, dispatcher-, centre manager or similar position
- Experience in customer service is required
- Knowledge of performance evaluation and customer service metrics
- Solid understanding of reporting and budgeting procedures
- Experience in basic financial analysis (cost-effectiveness, cost-benefit etc.)
- Proficient in MS Office and common software programs as operating systems
- Outstanding communication and interpersonal skills
- Excellent organizational and leadership skills with a problem-solving ability
- Positive and patient
- Dynamic and proactive
- Motivated and reliable
- High school diploma or equivalent; Higher degree in a relevant discipline will be appreciated
- Certified Call Centre Manager (e.g. CCCM) or equivalent qualification is a plus
- Proficient in English, French and German (oral and written) Luxembourgish is a plus

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. Normal working hours but at the beginning you will need to work during shifts. 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.