

FINDING

Work in ...

Informing
Attracting
Developing
Retaining



DISPATCHER

QUICK FACTS

- Can work in several areas including:
 - Trucking industry
 - Emergency services
 - Taxi industry.
- Must be well organized.
- The ability to multi-task.
- Must be familiar with the location they are dispatching to.
- 24-hour on-call shift work including evenings, nights, weekends and holidays.
- Casual work may be required.

NATURE OF WORK

Trucking Dispatcher

- Booking and dispatching loads.
- Organizing trucks and drivers.
- Entering all required paper work into a computer.
- Ordering and picking up parts
- Helping out in the shop.
- Know the rules for permits with Alberta Transportation.
- Familiar with the equipment used.
- Heavy lifting may be required.
- Staying current with changes in provincial rules and safety issues.

Taxi Dispatcher

- Answering phone calls,
- Dispatching calls to cars.
- Recording booked trips.
- Keeping work area neat and clean.
- Work can be repetitive.
- Sitting for long periods of time.

Communications Operator 9-1-1 Dispatcher

- Dispatching for Fire, Police and Ambulance.
- Organizing various requests for help.
- Working independently.
- Working within a team environment.
- Working with computer equipment.
- Inputting data and creating reports.

General

- Salaries for dispatchers vary depending on the sector.
- Wages for trucking dispatchers (depending on the size of the fleet) are in the higher end ranging from \$40,000 - \$50,000 per annum.
- Wages for taxi dispatchers range from minimum wage to \$10.00/hr:
- Wages for Communications Operator 9-1-1 Dispatcher \$22.66/hr.
- For additional information, visit www.alis.gov.ab.ca (NOC# 1475.1).





WHAT EMPLOYERS LOOK FOR

Trucking

- Valid safety tickets to include WHMIS, TDG, Gr. Disturbance, MSDS, and First Aid.
- A valid driver's license and driving experience.
- Knowledge of the trucking industry.
- Familiar with the equipment used within the industry.
- Mechanical skills would be an asset.
- Computer skills (i.e. Microsoft Office) are required.
- Completion of Grade 12 may be required.
- Post-secondary education would be an asset.
- Related experience is an asset.
- A positive attitude, good communication and people skills are required.
- Good telephone/radio skills are required.

Taxi

- Completion of Grade 12 may be required.
- A pleasant personality.
- The ability to work well with others.
- Related experience is an asset.
- Good communication and writing skills.
- The ability to handle stress.

Communications 9-1-1 Operator

- Grade 12 Diploma or high school equivalency.
- Excellent people skills.
- Good organization and communication skills.
- Can work under stressful situations.
- Pass an aptitude assessment.
- Pass Police Security requirements.
- Pass a polygraph test.
- Certification will be required in:
 - Current Emergency Medical Dispatch (EMD)
 - Emergency Fire Dispatch (EFD)
 - Emergency Police Dispatch (EPD)
 - CPR
- Ability to use a computer and type 40 wpm.
- Excellent vision and hearing.
- Life skills experience is an asset.
- Responsible and honest individuals.
- A strong work ethic.

RELATED TRAINING OPPORTUNITIES

- On-the-job training may be available.
- Opportunities for advancements in areas such as truck push and field supervisor (trucking dispatcher).
- Visit the **Corporate Education Network** for additional training opportunities specifically in Southeast Alberta (www.cenetwork.ca)

HOW TO APPLY

- Hiring procedures vary depending on the employer.
- Generally, job seekers are to submit a resume or complete a company application form.
- Apply in person, by mail or by fax directly to the company office.
- Applying in person is preferred.
- In some cases, a company application form and additional details about the job requirements may be available on-line at the company website.
- A formal interview will follow.
- Check www.jobbank.gc.ca for current job listings in Southeast Alberta.

POTENTIAL EMPLOYERS

- Bill McColeman Oilfield Hauling Ltd., Brooks
- BJ Services Company Canada, Redcliff (www.bjservices.com)
- BTS Beyers Transport Systems, Medicine Hat & Brooks (www.beyerstransport.com)
- Care Cabs Ltd. (www.carecabs@telus.net)
- Deluxe Central Taxi
- Exalta Transport, Medicine Hat & Brooks (www.exaltatransport.com)
- Joyline Inc., Medicine Hat & Brooks (www.joyline.ca)
- LATIGO, Brooks
- Medicine Hat 911 Communications – Medicine Hat (www.medicinehat.ca - job opportunities)
- McMillan Transport (www.mcmillantransport.ca)
- Pe Ben Industries Co. Ltd., Brooks (www.peben.com)
- Rosenau Transport, Medicine Hat & Brooks (www.rosenau.org)
- Schlumberger Well Services (www.slb.com)
- Smithbook Mud Services, Brooks (www.smithtrucking.com)
- Sonic Oilfield Service Ltd.