



# JOB POSTING

**POSITION:** Dispatcher (Weekends)  
**DEPARTMENT:** Chauffeur Services  
**REPORTS TO:** Director of Chauffeur Services  
**LOCATION:** Allston, MA

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Commonwealth Worldwide (CWW) is looking for a Dispatcher to join the team in our Allston, MA office. This position will carry out day-to-day functions of the Dispatch department as designated by management/leadership, as needed and based on company needs.

**POSITION: WEEKEND DISPATCHER** (Sat and Sun from 6am to 2pm, and possible overnight shifts)

This position requires flexibility in the number of days and the time of the workday.

## **Responsibilities:**

- Assign and schedule work to chauffeurs in order to efficiently fulfill daily bookings
- Track and code status of trips to ensure timely and accurate trip completion
- Manage multiple tasks in a time sensitive environment
- Complete appropriate paperwork
- Provide support to reservation agents as needed, includes:
  - Creating transportation itineraries for clients and booking agents
  - Using Livery Coach Software and standard workflow processes including fax, email and computerized reservation systems.
- Ensure fulfillment of the clients' travel and booking needs including client preferred billing requirements, preferred affiliates and specific requests.
- Responsible for maintaining proficiency in client specific procedures, customer service techniques, handling of customer inquiries and knowledge of reference materials.
- Researches and resolves customer inquiries, responds to customer requests in a timely manner.
- Attends team meetings as scheduled. Participates in classroom training for new and recurrent programs.
- Collaborate with management, as needed and requested providing constructive, proactive insight/performance feedback on Chauffeur staff
- Collaborate with Fleet providing constructive, proactive insight/performance feedback on GPS and other technology or Fleet services
- Anticipate problems and work diligently to resolve issues
- Develop trusting relationships with both internal and external customers and affiliate partners through relevant communication via email and/or telephone communication as required
- Function as a customer support person with responsibility for troubleshooting any reported problem, identifying the source of the problem and either correcting the problem or escalating it to the point of resolution
- Understand CWW services, including: pricing, vehicle types, travel times, airport procedures and codes, affiliate network
- Fully-document each step of the resolution process to ensure customer service level is maintained even after service failure. This is paramount to the success of this position, as well as attention for process improvement opportunities.



**Requirements:**

- Education - minimum high school diploma, GED or equivalent
- Ability to function at high performance level under tremendous pressure
- Exceptional multi-tasking abilities
- Two years customer service or call center experience
- Demonstrated proficiency in complex map reading
- Expert navigational understanding of greater metropolitan and outlying areas
- Strong background in travel, tourism or hospitality industry
- Solid understanding of windows-based computer applications
- Strong customer service/support and problem resolution skills required
- Strong communication skills, both oral and written, required
- Strong attention to detail and process required
- Solid judgment skills and sense of urgency required
- Experience in a fast-paced, mission-critical environment a plus

**Physical Demands:**

- Primarily remains in a stationary position
- Primarily operates a computer and other small office equipment (calculator, binding machine)
- Frequently moves about inside the office to access printers, copiers, fax
- Frequently communicates, in English, with employees at all levels

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