

# DISPATCHER

## DESCRIPTION

Are you looking for a new and exciting career in the transportation industry? Dispatching is a growing industry that plays a vital role in North America's economy. Dispatchers supervise and coordinate activities of workers engaged in manufacturing products, delivery and much more!

## SKILLS

- Excellent communication skills
- Attention to detail and procedures
- Good time management skills to work within deadlines
- Excellent computer skills
- Good eyesight, hearing, manual co-ordination and dexterity
- Multi-task requests for service and dispatch
- Thrive in team dynamics

## DUTIES

- Answer telephone requests
- Process and transmit information to field personnel
- Prepare daily work schedules and runs
- Record keeping
- Monitor personnel workloads and locations
- Maintain work records and prepare reports (for example, accident reports, complaint forms)

## EDUCATION

- **Completion of secondary school is required**
- Class "B" License may be required
- Dispatchers usually undergo some informal on-the-job training

## RELATED PATHWAY OPTIONS

- Operations Manager
- Highway Dispatcher
- Driver Managers/Trainer
- Safety & Compliance Officer
- Mobile Equipment Dispatcher

**SALARY RANGE \$40,000 to \$85,000**

VISIT [WWW.MYOCCA.CA](http://WWW.MYOCCA.CA) FOR MORE CAREERS IN CONSTRUCTION

## WHERE TO TRAIN

N/A

## OTHER OPTIONS

CANADIAN AUTOMOTIVE & TRUCKING INSTITUTE-DISPATCH TRAINING

AVAAL-DISPATCH TRAINING

PROGRESSIVE TRAINING COLLEGE OF BUSINESS & HEALTH-DISPATCHER TRAINING

## GETTING STARTED

### THE OCCA CAN HELP YOU EXPLORE THESE THREE PATHWAYS:

- 1** You can begin by applying for a job directly in the Construction Industry. Once you begin working with a Construction Company or Contractor you will quickly gain the necessary skills needed to advance yourself through in-house, work-as-you-learn training.
- 2** You can get started through an apprenticeship program by combining on the job training with technical in-class training, gaining experience and increased responsibility. You can work in the industry, get paid, and work towards earning credits .
- 3** You can enroll in a University, Community College or a Private Technical School to study and prepare yourself for a Career in Construction. All of this information may be found through our website.

