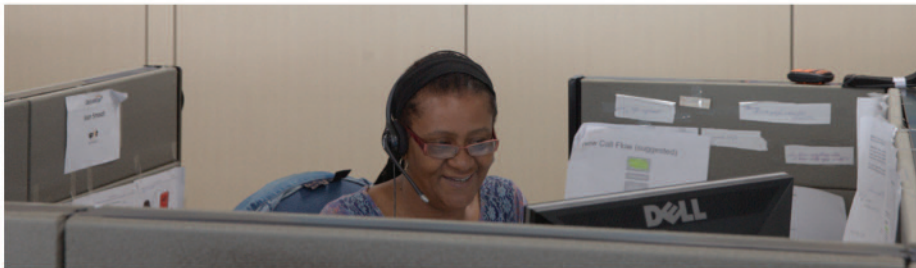


DISPATCHERS

COLLEGE & CAREER PATHWAYS | INTERNATIONAL TRADE

JOB DESCRIPTION

Dispatchers answer calls and communicate with mobile units to send the appropriate response. Dispatchers are used in the shipping industry, taking orders for trucking companies and sending semi-truck drivers to pick up and drop off materials, while also tracking and monitoring the fleet by phone and radio. They know the appropriate responses no matter the situation, whether it's how many trucks to send to pick up materials, or which direction a sea vessel is heading.



MEDIAN HOURLY EARNING

\$16.72

WHERE CAN I PURSUE ALIGNED TRAINING?

ON THE JOB TRAINING

WHAT SKILLS & TRAINING ARE NEEDED?

FOUNDATIONAL SKILLS:

- **Communication Skills:** You will be listening and speaking to people by radio and phone, often in some state of distress. Your ability to listen, speak plainly and communicate effectively will be necessary.
- **Ability to Multitask:** Dispatchers often are moving a lot of people around at the same time, tracking their movements and keeping tabs on what they need.
- **Problem-Solving Skills:** You will need to be able to prioritize the most important situations, and think quickly on your feet.
- In addition, emergency dispatchers will need empathy and compassion, and the ability to keep calm in distressing situations.

TRAINING: Dispatcher training prepares individuals to perform duties associated with managing revenue-based customs, traffic, or transportation services, such as control of domestic and international traffic, toll roads and waterways, and to assist in the dispatch and control of fleet-based traffic for businesses and public services. This includes instruction in record-keeping; preparation of customs and transportation documentation; operation of communications equipment; basic transportation operations management; and more.

HOW DO I KNOW IF THIS IS A GOOD FIT FOR ME?

- You keep calm under stress.
- You're a clear communicator.
- You think quick on your feet.
- You are very organized.

Presented by

