



Job Description

Date: 10/2/13

Title:	Taxi Dispatcher	Department:	RTT
Reports to:	Maui Airport Taxi Manager	Status:	Non-Exempt

I. Job Purpose/Objective

The primary purpose of the Taxi Dispatcher is to maintain the order of the cabs at the taxi stand and dispatch vehicles and drivers to meet customer's transportation needs. Conveys a high profile of the company by being neatly dressed and offering quality customer service courteously. This position requires control, multi-tasking, superior organizational skills, honesty, strong leadership, and unbiased nature.

II. Essential Job Functions

Incumbent may perform any or all of the following:

- Log the time and number of each cab as they check in into the dispatch sheet
- Assign taxi fare in order of request to the first cab in line
- Record time of departure and destination on dispatch log
- Respond to all radio transmissions, answer all telephone calls
- Receives requests for taxi fares by telephone and dispense the fare fairly to the nearest cab that answers the radio call to that location
- Must follow dispatching guidelines are:
 - Do not suggest to passengers to use a credit card, extended vehicle, or sedan
 - Do not ask units for favors such as buying coffee, food, etc.
 - Do not sell fares for kick back
 - Failure to follow these guidelines will lead to corrective action and/or termination
- Memorize and use codes (correctly) whenever possible and limit the use of conversational language to bare minimum per FCC guidelines
- Assist drivers in answering questions and solving customer or vehicles problems
- Monitor drivers to ensure quality work performance
- Help train and counsel drivers on proper dispatch procedures
- Collect vouchers from vendors and record them for processing
- Administer special requests for service, namely, credit card, limousine, extended van, sedan, car, seat, etc. to taxi's in the order that they appear on the board
- Follow up on any complaints and accident reports to the operations manager
- Enforce the rules and regulations of Maui Airport Taxi

Performs other related duties as assigned or requested

III. Working Conditions/Physical Demands

- Must be able to sit for extended periods of time

- Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time
- Standing, reaching, kneeling, fingering and lifting occasionally
- Must be able to convey detailed or important spoken instructions to other workers
- Ability to receive detailed information through oral communication, and make fine discriminations in sound
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; and viewing a computer terminal
- The worker is not substantially exposed to adverse environmental conditions
- Some remote work may be necessary

IV. Supervision

Does this position supervise other employees?	No
If no, does this position make work assignments and/or check the work of others but without the supervisory responsibilities?	No
If yes, what positions:	•
If yes, what are the supervisory responsibilities?	

V. Essential Skills (Minimum qualifications individual must possess when entering position) – i.e. skillsets, education, certifications, etc.

- Ability to speak English reasonably well
- Ability to perform intermediate math functions
- Have the communication skills to relay messages through a radio system and the telephone
- Utilizing professional telephone etiquette and must be able to give effective instructions to others
- Must be computer literate, familiarity with Microsoft excel, word, and outlook
- Must be able to sustain a high level of fair play, honesty and consistency
- Duties require the use of considerable initiative, judgment, and resourcefulness
- Position requires working under pressure to meet deadlines, expertise in dealing with people and situations involving complex issues, and establishing cooperative and productive work relationships
- Requires compliance with the company Substance Abuse Policy and DOT regulations
- Must be able to conform with all the Maui Airport Taxi Rules and Regulations (MATRR)
- Handles customer questions and complaints, communicates with customers, handles service problems politely and efficiently, always available for customers, follows procedure to solve customer problems, understands company products and services, maintains pleasant and professional image
- Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, meets attendance/punctuality requirements

- Has good listening skills, builds strong relationships, is flexible/open-minded, negotiates effectively, solicits performance feedback and handles constructive criticism
- Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues
- Keeps information organized and accessible, maintains clean/functional work space, works systematically/efficiently, manages time well
- Prioritizes well, shows energy, reacts to opportunities, instills urgency in others, meets deadlines
- Promotes mutual respect, keeps workplace clean and safe, supports safety programs

Employee Name	Employee Signature	Date
Manager Name	Manager Signature	Date
Human Resources Name	Human Resources Signature	Date

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.