



Job Title: Towing Dispatch Operator

Job Type: Full-Time/Part-Time

Job Summary:

South Philly Towing is seeking a motivated and organized Towing Dispatcher to join our team. The ideal candidate will have strong communication skills, a keen ability to multitask, and a commitment to providing excellent customer service in a fast-paced environment.

Key Responsibilities:

- Receive and manage incoming calls from customers requesting towing services.
- Dispatch tow truck operators efficiently to service requests, ensuring timely responses based on priority and location.
- Monitor the status of tow truck operators in the field and provide updates to customers regarding estimated arrival times.

- Maintain accurate and detailed records of all calls, dispatched jobs, and completed services using dispatch software.
- Communicate effectively with tow truck operators to coordinate on-site operations and address any issues or challenges that arise.
- Provide excellent customer service by addressing inquiries, concerns, and follow-up communications.
- Assist in scheduling and managing routine maintenance on towing vehicles as needed.
- Collaborate with law enforcement and property management as required for towing operations.
- Stay informed about local traffic conditions and obstacles that may affect service delivery.

Qualifications:

- Previous experience as a dispatcher in the towing or transportation industry preferred.
- Strong communication and interpersonal skills.
- Ability to multitask and remain calm under pressure.
- Familiarity with dispatch software and GPS navigation systems.
- Excellent organizational skills and attention to detail.
- Proficient in Apple Computers and other relevant software applications. Willing to train.
- Ability to work flexible hours, including nights, weekends, and holidays as needed.

- Must pass a background check and drug screening.

Working Conditions:

- Work primarily in an office setting, monitoring communication channels and coordinating dispatch activities.
- Ability to work flexible hours, including potential emergency call-outs.

Compensation and Benefits:

- Competitive salary based on experience.
- Opportunities for performance-based incentives.
- Paid time off and holiday pay (After 1 Year).
- Ongoing training and professional development opportunities.

How to Apply:

Interested candidates should download and submit an application form available on this page.