

## SOLID WASTE DISPATCHER

**NATURE OF WORK**

SW Dispatchers play a key role in ensuring smooth and efficient operations. They make important decisions that impact both service quality and customer satisfaction. Their main responsibilities include dispatching operations staff based on real-time data and customer needs, ensuring service requests are promptly addressed. Dispatchers guide the team with clear instructions for handling work orders and finding solutions to complete tasks on time.

They actively monitor residential work orders and direct drivers as needed, responding quickly to incoming service reports from customers. Dispatchers track driver locations and communicate updates to the Operations Superintendent and Equipment Operator Leader in the field. They manage field movements, keep accurate records of work orders, and provide strategic oversight with attention to detail.

Serving as the main communication link between staff, customer service, management, and GSWA personnel, Dispatchers ensure clear and effective communication. They use specialized software to manage same-day service routes, make suggestions for next-day routing, and process new work orders. Their duties also include reporting any issues with work orders and maintaining compliance with operational standards.

Dispatchers work closely with the Operations Superintendent and Equipment Operator Leader to support and lead field operations, ensuring all work orders are completed efficiently.

**ILLUSTRATIVE EXAMPLES OF WORK (Any one position may not include all the duties listed, nor do the examples cover all the duties in which may be performed)**

***To perform this job successfully, an individual must be able to perform each duty satisfactorily.***

- Dispatches drivers and/or assigned personnel to complete service calls by utilizing customer information, drivers' locations and loads, and daily factors to balance efficiency and customer satisfaction.
- Monitor and maintain various ongoing communications with all drivers and administrative personnel regarding services and complaints.
- Initiates communication to customer service while drivers are on-site/location, resolving pick-up and other issues that impact the service.
- Troubleshoots and resolves potential delivery and pick-up problems before they result in service issues.
- Ensures timely collection of missed pick-ups by managing the routing for all routes and tracking driver movement in the field.
- Access the GSWA customer database to retrieve customer information and update the status of work orders.

- Use the GPS system to monitor driver and customer locations, and generate reports to enhance efficiency.
- Ensure that work orders are accurately documented and services are fulfilled.
- Report any work order issues to customer service and/or the supervisor.
- Manage and maintain files and records.
- Perform other duties as assigned.

### **MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS**

Knowledge of computer software applications as they apply to the Guam Solid Waste Authority including route optimization software.

Knowledge of best practices, innovative methods, strategic approaches and techniques of providing Residential Solid Waste Services.

Knowledge of Guam's geographical locations: major routes, village names, street names, and landmarks.

Ability to ensure the accuracy and completeness of records and prepare reports.

Ability to use and operate multi-line telephones, two-way radio dispatching procedures.

Ability to provide courteous and efficient customer service through various modes of communicating with the public, employees, and customers.

Ability to work in a fast-paced environment ensuring operational continuity.

Ability to communicate clearly and efficiently, both orally and in writing.

Ability to make sound decisions and exercise good judgment in stressful conditions while maintaining efficiency and operational integrity.

Ability to analyze and problem-solve for customers and drivers to maintain safe and efficient operations and on-time performance.

Ability to learn and apply rules, regulations, practices and procedures of solid waste operations.

Ability to work effectively with employees and the public.

Willingness to work rotating shifts, off hours and holidays.

### **MINIMUM EXPERIENCE AND TRAINING**

- A. One (1) year of progressively responsible experience as a dispatcher or similar position involving communication, customer service, and team leadership and graduation from high school or equivalent;
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

ESTABLISHED: NOVEMBER 2024

Pay Grade/Plan	K (GSWAPP)	
Hay Evaluation:	Evaluation Code:	Points:
Know How	D I 2	152
Problem Solving:	C3(29%)	43
Accountability:	C3S	76
<b>Total Points:</b>		<b>271</b>



IRVIN L. SLIKE, General Manager  
Guam Solid Waste Authority