

## **TFI Local Link Tipperary: Transport Services Dispatcher** **(<https://www.activelink.ie/node/110469>)**



### **Transport Services Dispatcher**

Tipperary TCU CLG t/a TFI Local Link Tipperary is the Transport Coordination Unit for County Tipperary, funded by the National Transport Authority and tasked with providing public transport services in rural areas.

Applications are invited for the post of Transport Services Dispatcher. This is an initial 6 month contract for a fulltime position, and an opportunity to join our team at a time of exciting reorganisation and development.

The successful candidate will have a proven track record in customer service, office administration and communications in a transport and/or customer focused environment. A high degree of administrative skills is required together with excellent interpersonal skills, the capability of performing to a high level and a strong ability to communicate effectively. Candidates must be computer literate and proficient in the use of Microsoft Word, Excel & related software applications, and be able to work on their own initiative as well as part of a team.

#### **Primary duties and responsibilities:**

- Promptly and professionally respond to passenger service requests and schedule the appropriate transport services.
- Answer customer service telephone, provide general information and determine specific service needs.
- Use a computerised scheduling system to input passenger and service information for our Demand Responsive Type services (DRT), training onsite will be provided, and comply with all relevant company data protection policies and compliance.
- Assist the General Manager and/or DRT Services Coordinator with all elements of transport service delivery as required.
- Communicate with transport providers/drivers/passengers to ensure that the services provided match what is required.

The salary will be commensurate with experience and qualifications.

For full Job Description / Person Specification or queries please contact the General Manager [anthony.moroney@locallink.ie](mailto:anthony.moroney@locallink.ie) (mailto:anthony.moroney@locallink.ie). Please note Shortlisting of applicants may apply.

**Applications via a covering letter and accompanying CV by email only to [anthony.moroney@locallink.ie](mailto:anthony.moroney@locallink.ie) (mailto:anthony.moroney@locallink.ie)**

The closing date for applications is **3pm, Wednesday 11th September 2024.**

Interviews will take place shortly afterwards.

*Tipperary TCU CLG, t/a TFI Local Link Tipperary, is an equal opportunities employer and is a registered Charity 20108601*

**Region**  
Tipperary

**Date Entered/Updated**  
26th Aug, 2024

**Expiry Date**

11th Sep, 2024

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**Source URL:** <https://www.activelink.ie/vacancies/community/110469-tfi-local-link-tipperary-transport-services-dispatcher>