Smart Roads Dispatcher-VTTI
Multiple Openings

Position Title: Smart Roads Dispatcher

Position Type: Paid Position $13.00 per hour

Position Summary: This position is responsible for many aspects of scheduling, vehicle access, and tracking billing of the Smart Roads facilities, both for current and future activities. Smart Roads Dispatchers work with users (research, administrative, and development personnel), via e-mail, phone, two-way radio systems and in person communication. SR Dispatchers maintain positive interactions, facilitating effective resource scheduling and tracking, and ensuring that the users’ goals and expectations are met, while simultaneously ensuring Smart Roads safety. Communication via 2-way radios, telephone, e-mail, and in person can all start/happen simultaneously, in a fast-paced changing environment: The Smart Roads Dispatcher needs to develop/have a keen sense of prioritization. Smart Road dispatcher duties also include, amongst other things, monitoring the video cameras for hazards such as wildlife or trespassers, and calling the police or 911 in case of incidents. Some driving is also required for this position (examples of use: delivering items to the Smart Roads, accessing the Smart Roads to confer with staff, retrieving equipment from the Smart Roads). Excellent attendance is required, regardless of weather conditions, as this is considered an Emergency Coordinator position. Motivated to work independently on daily and other tasks as assigned, with little supervision.

-Demonstrated ability to trouble shoot, problem solve, and prioritize
-Demonstrated ability to decipher and convey information quickly and accurately through excellent verbal and written communication skills
-Demonstrated organizational skills and ability to multi-task, even when frequently interrupted
-Computer proficiency in Microsoft Office Suite (Word, Excel, Outlook etc.)
-Demonstrated professional level customer service experience
-Must have a flexible schedule to accommodate the needs of research as required

Preferred Qualifications:
-Demonstrated experience focusing on minute details and following protocols
-Demonstrated experience with updating databases
-Demonstrated experience with 2-way radio communications

In addition, candidates must have:
-Must have a driver’s license check.
-Hours would generally be evening into late night hours as required to fill the needs of research
-Preference will be given to candidates who can work while classes are not in session.

To apply, please send a current resume and cover letter to:
Leonore Nadler at lnadler@vtti.vt.edu

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