

Dispatch Supervisor (full-time)

We are currently seeking a Dispatch Supervisor for our Technical Support Center in our Waycross , GA office. Below, please find a brief description of the responsibilities and essential duties required to function successfully in this position.

Primary Responsibility

This position will be responsible for supervising the dispatch team's day-to-day activities and will support teams of Installation, Service Calls & Maintenance Dispatch and ATS staff in a 24/7 environment.

Essential Job Functions

- * Primary responsibility of this position is to supervise the National Dispatch Center located in Waycross , GA.
- * Responsible for ensuring sufficient staffing levels and coordinating appropriate scheduling to ensure continuous support for the DNO, Maintenance Dispatch and ATS teams.
- * Assess training needs and coordinate training for team.
- * Assist in the hiring and ongoing development of the team.
- * Prepare and administer performance evaluations, performance improvements and/or corrective action.
- * Communicate pertinent information including work flow issues, outages, etc. to other systems and functional groups to enhance operational efficiency.
- * Perform other related duties and responsibilities as assigned and/or required.

Job Requirements

- * High school diploma and college degree or equivalent work experience.
- * 5+ years dispatch experience with a minimum of 2 years of experience in a leader role.
- * Requires an understanding of data and network operations.
- * Effective problem solving skills used to identify and resolve day-to-day operation and employee relations problems.
- * Excellent communication and interpersonal skills a must.
- * Requires constant collaboration with customers and technical and functional staff to understand the business and system needs.
- * Ability to maintain high level of confidentiality and work with highly sensitive data and information.
- * Will be required to work a flexible schedule that provides needed coverage for a 24/7 environment, system upgrades, outages and/or time-sensitive projects.

Note: This job summary should not be construed to be all inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. While the description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties and to assign other duties as necessary.

We are proud to offer a robust benefits package including medical, dental, vision, pension, a matched 401(k) plan, tuition reimbursement, and discounted services for employees who reside in a *Mediastream* service area.

Drug Test / Background Check / High School Diploma or Equivalent are required.