

## **Hospital Services Dispatcher**

**Organisation:** Mayo Community Transport CLG t/a TFI Local Link Mayo

**Location:** Castlebar (depending on operational needs)

**Contract Type:** full time/35 hours

**Reports To:** Manager, TFI Local Link Mayo

**Salary:** The Dispatcher role is aligned to the local authority Clerical Officer salary scale commencing at point 3 of the scale. The commencing point on the scale will depend on experience.

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### **About Local Link Mayo**

Local Link Mayo is a community-based transport service dedicated to connecting rural areas across County Mayo with essential amenities and services. The organisation provides reliable and accessible community and public transport options, ensuring individuals can travel safely and conveniently for work, health care, education, and social activities. Local Link Mayo is committed to enhancing mobility and fostering inclusion throughout the region.

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### **Role Purpose**

The Hospital Services Dispatcher is a key operational role responsible for coordinating daily services, supporting drivers, managing real-time passenger needs, and ensuring smooth delivery of high-quality rural transport. The role involves communication with passengers, operators, and health care professionals in a face paced environment - the role requires a highly organised experienced dispatcher with exceptional communication skills.

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### **Key Responsibilities**

- Coordinate daily hospital transport operations, including scheduling, dispatching, and communication with contracted operators, drivers, health care professionals and the operations team.
  - Contribute to service planning and optimising transport
  - Processing of invoices.
  - Monthly reconciliations.
  - Ensure the smooth operation of the Dispatch requests in an efficient and timely manner.
  - Reporting of Complaints and Safety issues to the Manager.
  - Management of the Dispatch reports.
  - Operate the office in accordance with policies and procedures.
  - Report operational issues promptly to management and assist in implementing solutions.
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### **Essential Requirements**

- Strong communication and customer-service skills.
  - Proven ability to work in a fast-paced, coordination-heavy environment.
  - Excellent organisational and multitasking skills.
  - Proficiency in Microsoft 365 applications and dispatching/transport-management systems.
  - Ability to remain calm and solution-focused during operational challenges.
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### **Desirable Requirements**

- Experience working in transport operations, customer service, or dispatching environments.
  - Knowledge of rural transport networks, community transport, or public-service provision.
  - Irish Language
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## **Seoltóir Iompair Tuaithe (le Riachtanas Gaeilge)**

**Eagraíocht:** Iompar Pobail Mhaigh Eo CLG t/a Nasc Aitiúil TFI, Mhaigh Eo

**Suíomh:** Caisleán an Bharraigh (ag brath ar riachtanais an chustaiméara).

**Cineál Conartha:** 35 uair an chloig sa tseachtain.

**Uarascálacha chuig:** Bainisteoir, Nasc Aitiúil TFI, Mhaigh Eo

**Tuarastal:** Tá ról an tSeoltóra ailínithe le scála tuarastail Oifigeach Cléireachais an údaráis áitiúil ag tosú ag pointe 3 ar an scála. Braithfidh an pointe tosaigh ar an scála ar thaithí.

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### **Cuspóir an Ról:**

Is ról oibríochtúil rithábhachtach é an Seoltóir Seirbhísí Ospidéal atá freagrach as seirbhísí laethúla a chomhordú, tacú le thiománaithe, riachtanais phaisinéirí a bhainistiú i bhfíor-am, agus a chinntiú go seachadtar iompar tuaithe ardchaighdeán go réidh. Baineann an ról le cumarsáid le paisinéirí, oibreoirí agus gairmithe cúram sláinte i dtimpeallacht a bhfuil luas oibre ag teastáil uathu - éilíonn an ról seoltóir taithíoch eagraithe agus scileanna cumarsáide eisceachtúla.

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### **Príomhchúraimí**

- Comhordú oibríochtaí laethúla iompair ospidéal, lena n-áirítear sceidealú, seoladh, agus cumarsáid le hoibreoirí conartha, tiománaithe, gairmithe cúram sláinte agus an fhoireann oibríochtaí.
- Cur le pleanáil seirbhíse agus le huasmhéadú iompair.
- Próiseáil sonrasc.
- Athmhuintearas míosúil.
- A chinntiú go ndéantar iarratais seolta a láimhseáil go réidh, go héifeachtúil agus go tráthúil.
- Tuairisciú gearán agus saincheistanna sábháilteachta don bhainisteoir.
- Bainistíocht tuarascálacha seolta.
- An oifig a réachtáil de réir beartas agus nósanna imeachta.
- Saincheistanna oibríochtúla a thuairisciú láithreach don bhainistíocht agus cabhrú le réitigh a chur i bhfeidhm.

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### **Príomhriachtanais**

- Scileanna láidre cumarsáide agus seirbhíse do chustaiméirí.
- Taithí chruthaithe ar obair i dtimpeallach oibre gasta, ina bhfuil gá le comhordú leanúnach.
- Scileanna sár-eagraíochta agus cumas ilthascanna a bhainistiú go héifeachtach.
- Inniúlacht i bhfeidhmchláir Microsoft 365 agus i gcórais seolta/bainistíochta iompair.
- Cumas fanacht socair agus dírithe ar réitigh le linn dúshláin oibríochtúla.

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### **Riachtanais Inmhianaithe**

- Taithí ag obair in oibríochtaí iompair, seirbhís do chustaiméirí, nó i dtimpeallachtaí seolta (dispatch).
- Eolas ar líonraí iompair tuaithe, iompar pobail, nó soláthar seirbhísí poiblí.
- Gaeilge.

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### **Conas Iarratas a Dhéanamh/How to Apply**

Please submit the following:

CV & Cover Letter explaining your suitability for the role, highlighting relevant work-related experience, transferable skills and relevant educational attainment.

[gillian@inovarecruitment.ie](mailto:gillian@inovarecruitment.ie) or tel. 353 (0) 83 0363412