

## **Lead Dispatcher Opening**

IATSE Local 15 is looking for a qualified Lead Dispatcher to guide, support and coordinate the work flow among the Dispatch Team for its Hiring Hall. The Lead Dispatcher is a self-starter, team player, team builder, and problem solver. This highly organized individual is tech savvy, can adapt to new technology and work systematically across several platforms simultaneously. The Lead Dispatcher has excellent communication skills, guides and supports the Dispatcher Team and interacts with employers, workers and Local 15 Management. The Lead Dispatcher handles high stress situations calmly and thinks creatively to problem solve.

The Lead Dispatcher is responsible for ensuring adherence to hiring hall rules and maintaining accurate records and systems. Attention to detail, flexibility, excellent customer service and communication skills are essential.

### **Responsibilities**

- Perform all duties of a regular Dispatcher, including contacting Stagehands to offer work, preparing call sheets, and communicating with Employers.
- Prepare monthly reports, monitor daily work flow, assign tasks to Dispatchers, forecast the volume of upcoming work, and alert the supervisor to potential difficulties.
- Make recommendations to the supervisor based on experiences.
- Receive and disseminate updates to the dispatch rules, policies, roster, eligibility, skills, and member contact information.
- Provide guidance to Dispatchers on Dispatch Rules and Policies, on directives from the membership, the elected leadership and the supervisor.
- Maintain high customer service standards.
- Be involved in hiring, preparing training material, and training new staff.
- The Lead Dispatcher will assist in modifying internal processes for efficiency.

### **Requirements**

- Proven work experience as a team leader, team member and coordinator
- In-depth knowledge of performance metrics and forecasting
- Good PC skills, expert in MS Excel, ability to easily adapt to new software
- Excellent communication and leadership skills
- Excellent customer service skills
- Organizational and time-management skills
- Decision-making skills
- Degree in Management or training in team leading is a plus

This position has seasonal changes in workload. A minimum of 20 hours (2p-6P, Monday through Friday) and up to 40 hours per week in the office is required. Benefits are offered. Must be available weekends and evenings.

Previous dispatching and/or theatre background is a plus, but not required. Background checks required to complete hiring.

Dispatchers are represented by the Communications Workers of America.

Please submit cover letter and resume to Andrea A. Friedland, Business Representative, IATSE Local 15 via email at [businessagent@ia15.org](mailto:businessagent@ia15.org) or by mail to 2800 1<sup>st</sup> Avenue, #231, Seattle, WA 98121 no later than 9AM on Monday, July 16<sup>th</sup>. If submitting by email, please put LEAD DISPATCHER in the subject line.