



**BVI AIRPORTS AUTHORITY  
BEEF ISLAND  
BRITISH VIRGIN ISLANDS**

**VACANCY NOTICE NO.1 OF 2010**

The BVI Airports Authority Limited invites applications from qualified individuals for the position of **TAXI DISPATCHER**, Terrance B. Lettsome International Airport.

**SALARY:** Commensurate with qualification and experience.

**JOB FUNCTIONS AND RESPONSIBILITIES**

- Coordinates the movement of Taxi drivers and motor vehicles.
- Receives requests for service by phone.
- Responds to inquires from visitors in person for Taxi Services at Port of Entry.
- Assesses Customer needs.
- Assists driver with all inquires.
- Ability to resolve problems as they arise.
- Reviews status charts to determine which units are available.
- Dispatches the appropriate taxi driver or bus/taxi.
- Keeps records of calls taken and dispatches made.
- Use of computers to enter information and monitors the availability of vehicles.
- Tests and checks communication equipment used by dispatcher and makes necessary adjustments or call someone to repair it.
- Use of special radios to contact emergency workers.
- Prepares taxi receipts confirming transfer information for visitors.
- Directs the dispatching system at the airport.
- Upholds the Code of Conduct for taxi at Port of Entry.
- Reads work orders over the phone or two-way radios.
- Relays information between taxi drivers and customers.
- Reports misbehavior of drivers.
- Keeps accurate record of fares dispatched.
- Assists with meet and greet services when required.
- Assists in ensuring the transfer system/dispatch system is effective and makes recommendations as necessary.

**QUALIFICATIONS & EXPERIENCE**

- High school diploma
- Valid Class F driver's license
- Working as part of a team and willing to work shifts, including weekends, i.e. Saturdays, Sundays and Holidays.
- Minimum of three (3) years work experience; clerical or customer service a plus
- Ability to handle difficult customers and work well under pressure

**SKILLS**

- Computer skills required
- Organizational skills required
- Excellent command of the English Language
- Other foreign language(s) an asset
- Excellent writing, verbal and listening skills
- Excellent interpersonal skills

Applications should be submitted to the Managing Director, BVI Airports Authority by **Friday, 22<sup>nd</sup> January, 2010**.

Application forms can be collected at the BVI Airports Authority's Administration Complex, Beef Island; situated at the base of the Tower at the Terrance B. Lettsome International Airport or on the Authority's [website bviaa.com](http://www.bviaa.com)

British Virgin Islanders or Belongers preferred.