



**Position Title:** Roadside Control Operator / Dispatch Administrator

**Location:** Paradise, Askam-In-Furness, Cumbria, LA16 7HA

**Introduction:**

Furness Cars & Commercials Limited is a well-established and family run business operating over two premises and specialising in 24-hour roadside assistance and recovery of all vehicles. This includes attending incidents of varying nature and circumstances. In addition, the business operates a large service department providing service, repair, maintenance and MOT testing for cars, vans, light, and heavy commercial vehicles. The business is instilled with the mantle of operational excellence and seeks to continually improve the service it offers and the way they are delivered.

**Role Purpose:**

A hands-on role working within our busy roadside recovery control room, the role will be engaged in accepting incident details from a multitude of motoring organisations, work providers, account holders and members of the public. Collecting accurate and relevant information and analysing, determining details essential to the attendance, requesting further details where necessary and dispatching a suitable technician and vehicle capable of carrying out the incident.

The role will involve using a bespoke software along with other available tools to dispatch roadside and recovery technicians to assistances efficiently and effectively with great consideration to customer safety and satisfaction. The control room can be a fast-paced environment where no two days are the same.

The role will be focused on maintaining the business mantle of operational excellence, working to a high standard to ensure the needs of our customer are met.

**Key Requirements:**

- Excellent level of IT literacy, both Microsoft Office packages and confidence to learn bespoke software processes.
- Being able to self-manage with an organised and efficient approach to work, prioritisation of tasks and time utilisation.
- Excellent communication skills, being able to work, discuss and liaise with team members, managers and customers by telephone, messaging systems, emails, and face to face to assist in providing clear solutions and required remedial action.
- Being able to remain calm and reassuring to customers who may be in distressing situations, safely manage the overall situation from beginning to completion.
- Being able to work under pressure and to time demands / time frames, aiming to meet and improve KPI targets whilst working efficiently.
- Being able to work and make decisions from initiative, applied knowledge and available resources, and work as part of a collective team, assisting and supporting team members ensuring the requirements of the customer and business are consistently met and exceeded.

**Additional Requirements:**

- Business administration qualification or equivalent (an advantage but not required)
- Geographical knowledge of south Cumbria (an advantage but not required)

**Key Responsibilities:**

- Receiving and analysing roadside and/or recovery details, determining requirements and dispatching technician and vehicle suitable.
- Liaising with customers and motoring organisations via telephone, email, messaging systems and face to face to efficiently orchestrate assistances.
- Working alongside colleagues and management to ensure administrative duties are completed accurately.

**Expected start date:** ASAP.

**Job Type:** Full Time / Permanent

**Particulars:** 4 days on, 4 days off 12 hr shift pattern  
20 Days holiday

**Location:** Askam-In-Furness

Please contact [employment@furness-cars.co.uk](mailto:employment@furness-cars.co.uk) or 01229465549 for further role details.