



**Dispatch Lead:** Is represented by the Communication Workers of America and works 20-40 hours per week, in-person in the Georgetown area of Seattle.

**Dispatch Lead Job Purpose:** To assist the Hiring Hall Manager of IATSE Local 15 to guide, support and coordinate the workflow among the Dispatch Team for the Hiring Hall effectively and productively.

**Background:** IATSE Local 15 represents entertainment industry workers who facilitate and execute live events including theatre, concerts, corporate, and private events. Local 15 represents individuals with jobs at various venues and runs a hiring hall for workers to take short-term jobs throughout Western Washington. This position is focused on leading the Dispatch Team and assisting employers by dispatching workers, through established systems and protocols, to meet employer requested labor needs. IATSE Local 15 is a trade union, and its values are equity, inclusion, respect, integrity, accountability, adaptability, and excellence. These values guide how the Local interacts with employers, presenters, audience members, and each other. The Dispatch Lead will be expected to demonstrate and promote these values in their work and workplace culture.

**Reports to:** The Dispatch Lead reports directly to the Hiring Hall Manager.

**Job Duties include:**

- ❖ 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 workflow, assign tasks to Dispatchers, forecast the volume of upcoming work, and alert the Hiring Hall Manager and elected leadership of Local 15 to potential difficulties.
- ❖ Make recommendations to the Hiring Hall Manager based on experiences and expert knowledge of the Union Contracts, Dispatch Rules, Hiring Hall Policies and Procedures, and more.
- ❖ Receive and disseminate updates to the dispatch rules, policies, roster, eligibility, skills, and member contact information.
- ❖ Provide guidance on Dispatch Rules and Policies, on directives from the Hiring Hall Manager, elected leadership of Local 15 and membership.
- ❖ Maintain high customer service standards with employers, Local 15 IATSE staff, dispatchers, workers, membership, and IATSE Local 15 Leadership.

- ❖ Assist the Hiring Hall Manager, be involved in hiring, preparing training material, training new dispatch staff, and assessing the skills of trainees that meet the high standards of the Hiring Hall.

**Skills and experience to be successful include:**

- ❖ Excellent time management, organizational and decision-making skills
- ❖ Proven data entry work experience
- ❖ Proven work experience as a team leader, team member and coordinator
- ❖ In-depth knowledge of performance metrics and forecasting
- ❖ Excellent communication, leadership and Customer Service skills
- ❖ Detail-oriented and able to track complex rules.
- ❖ Organizational skills, with an ability to stay focused on assigned tasks.

**Requirements to qualify include:**

- ❖ Previous Dispatching Experience
- ❖ Ability to work independently and meet deadlines.
- ❖ Proficiency in Microsoft Office, including Outlook, Word, Excel and Teams
- ❖ Experience working in the Theatre and live events industry preferred.
- ❖ Prior experience with Union Impact Membership Software a plus
- ❖ Familiarity with database management and proficient in Data Entry.
- ❖ Excellent Customer Service Skills

**Qualities we are looking for in a candidate include:**

- ❖ Interpersonal Skills - the ability to interact and communicate effectively with others, and to establish and maintain excellent working relationships; communicate effectively with people from many different backgrounds, from management at large organizations to workers with marginalized backgrounds.
- ❖ Customer Service - the ability to work effectively with workers to satisfy their service expectations in order to maintain harmony with the workforce.
- ❖ Task Management - effectively and efficiently manage and complete work that will affect 1,900+ workers maintaining their livelihoods through work represented by IATSE Local 15
- ❖ Collaboration - the ability and desire to work with many different stakeholders to contribute to the overall goals and objectives of Local 15
- ❖ Transparency & Accountability - willingness to be open and honest, and to acknowledge and learn from mistakes while maintaining appropriate confidentiality.

**To Apply:** Send a resume, three references, and a cover letter that speaks to your interest and qualifications for the position. All application materials can be sent to [HiringHallMGR@ia15.org](mailto:HiringHallMGR@ia15.org) with the Subject line: **Dispatch Lead Application (Your Name)**. Please include your name in the title of each attached document.

**Compensation:** The hourly rate is \$28.40 per hour. Benefits include Health Insurance, Dental, vacation, sick leave, paid holidays, retirement contributions, family leave.

IATSE Local 15 is an equal opportunity employer. We value a diverse workforce and an inclusive culture. IATSE Local 15 does not discriminate based on race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, citizenship, disability, veteran status, or record of arrest or conviction. People who identify as Black, Indigenous and People of Color (BIPOC), people who experience gender oppression, people with disabilities, and people who identify as members of the LGBTQIA+ community are particularly encouraged to apply.