



Dispatcher, full-time, in-person work. Office is located at the Seattle Labor Temple in Georgetown.

Dispatcher Job Purpose: Support workers and employers utilizing IATSE Local 15's Hiring Hall. Send workers with the appropriate skills to employers needing labor.

Background: IATSE Local 15 represents entertainment industry workers who facilitate and execute live events including theatre, concerts, and corporate and private events. Local 15 runs a hiring hall for members and non-members to take short-term work all over the Puget Sound region (from Bellingham to Olympia, Seattle, and Port Townsend to the Gorge Amphitheater). This position fills labor requests from employers with workers in the Hiring Hall. Local 15 is a trade union, and its values are equity, inclusion, respect, accountability, integrity, adaptability, and excellence. These values guide how the local interacts with employers, presenters, audience members, and each other. Dispatchers will be expected to illustrate these values in their work and promote these values in workplace culture.

Reports to: Dispatchers report to the Hiring Hall Manager and follow direction from the Lead Dispatcher.

Job Duties include:

- € **Dispatching Workers:** Assigning and offering work to hiring hall members in accordance with IATSE Local 15 Dispatch Rules and Policies. Transmit reliable messages to workers, fill calls, record information pertaining to calls.
- € **Process Employer Labor Requests:** Communicate with employers about labor projected work, incoming labor requests, and completed requests.
- € **Data Entry and Record Keeping:** Generate daily and monthly reports, complete call sheets, provide worker notifications, updates for coworkers on status of work.
- € **Customer Service:** Maintain high customer service standards. Respond promptly to inquiries. Maintain professional communications with both workers and employers. Redirect inquiries to appropriate resources as necessary. Collaborate with coworkers and Lead Dispatcher.

- € **Other:** Follow the direction of the Lead Dispatcher and Management. Seek guidance on Dispatch Rules and Policies, follow directives from Membership. Other duties as assigned consistent with the Collective Bargaining Agreement.

Skills and experience to be successful include:

- € Experience working in an office setting
- € Excellent time management and organizational skills
- € Ability to communicate & collaborate in a diverse atmosphere of workers and employers effectively & efficiently
- € Experience in the live events industry a plus

Requirements to qualify include:

- € Type 45 words per minute
- € Attention to detail and the ability to multi-task
- € Proficiency in Microsoft Office, including SharePoint, Outlook, Word, and Excel; helpful to know Teams and Forms
- € Literacy with communication tools and applications such as: Microsoft 365, Zoom, text messaging, and social media platforms.

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 executives at organizations to workers with marginalized backgrounds.
- € Task Management- effectively and efficiently manage and complete work to support a growing organization.
- € Knowledge of the entertainment industry - the degree to which candidates have industry-specific knowledge necessary to provide the appropriate quality and quantity of work in a timely and efficient manner
- € Collaboration - the ability and desire to work with many different stake holders 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

Schedule: This job is a full-time position represented by CWA Local 7800. There is a set schedule of five 8-hour days per week. Dispatch is open from 8am-7pm seven days a week, and Dispatchers work between 7:30am and 7:30pm.

Compensation: Pay is \$29.83 per hour. Benefits contributions to multi-employer trusts include medical and dental insurance, and 401K contributions.

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 pres@ia15.org** with the **Subject line: Full Time Dispatcher (Your Name)**. Please include your name in the title of each attached document.

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.