



METROPOLIS
PASSENGER LOGISTICS

JOB OPPORTUNITY: DISPATCHER



We are currently seeking a skilled and detail-oriented Dispatcher to join our operations team.

Location: Essington, Pa next to PHL Airport

Employment Type: Full-Time

Reports To: Operations Manager

→ ABOUT METROPOLIS PASSENGER LOGISTICS

Metropolis Passenger Logistics is a leader in providing seamless, secure, and reliable ground transportation solutions. Serving high-volume transportation corridors and sensitive logistics environments, we combine cutting-edge technology with a commitment to safety and customer satisfaction. Our team is composed of dedicated professionals who thrive in fast-paced, mission-driven settings — and we're growing.

→ KEY RESPONSIBILITIES

- Schedule and dispatch drivers for passenger pick-ups, drop-offs, and special requests.
- Monitor driver locations and traffic conditions to adjust routes and timelines as needed.
- Maintain real-time communication with drivers to ensure on-time performance and safety.
- Enter trip and route data into dispatch software systems with speed and accuracy.
- Resolve scheduling conflicts and operational issues with professionalism and urgency.
- Provide outstanding support to clients and internal teams through clear, courteous communication.
- Track and maintain TWIC card compliance and other required credentials.
- Maintain detailed dispatch logs, incident reports, and operational documentation.
- Respond quickly and effectively to last-minute changes or emergencies.
- **Familiarity with Samara GPS tracking and Livery Coach Software is a plus.**

→ POSITION SUMMARY

The Dispatcher plays a critical role in ensuring the smooth, timely, and efficient coordination of all vehicle movements and driver assignments. This position serves as the communication hub between drivers, clients, and management, requiring **exceptional computer proficiency, clear communication, and strong multitasking ability** — especially in **high-pressure environments**.

→ KEY QUALIFICATIONS

- High school diploma or equivalent; associate degree or higher preferred.
- Minimum of 1–2 years dispatching experience (transportation or logistics industry preferred).
- **Strong computer skills** — must be proficient with dispatch platforms, email, spreadsheets, and data entry.
- **Excellent written and verbal communication skills.**
- **Ability to multi-task in a high-pressure environment** while maintaining accuracy and composure.
- Familiarity with DOT regulations and TWIC requirements a plus.
- A proactive mindset and solutions-oriented attitude.

→ WHAT WE OFFER

- **Competitive salary based on experience**
- **Comprehensive benefits package**
- **Paid time off and holidays**
- **Opportunities for growth within a dynamic, expanding company**
- **The chance to be part of a team that keeps people and commerce moving safely and efficiently**

APPLY TODAY! ↓

If you thrive in fast-paced environments and are ready to bring your communication, tech, and coordination skills to the forefront — we want to hear from you. Join Metropolis Passenger Logistics and help drive our mission forward.