

Operations Supervisor

Canada Dispatching Company LTD

Job ID

39101

VIEW THIS JOB ONLINE: <https://www.firstnationsjob.com/jobs/39101>

LOCATION	DATE POSTED	EXPIRY DATE	
1803 91 Street SW, Unit # 102, Edmonton, AB Alberta	11-02-2026	10-08-2026	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 37	3 years to less than 5 years	Secondary (high) school graduation certificate

Job Details

Canada Dispatching provides a comprehensive range of roadside assistance services across Canada, from coast to coast. We are committed to delivering reliable, timely, and high-quality roadside support to meet the diverse needs of our clients. Whether providing emergency roadside assistance, vehicle recovery, or support for minor mechanical issues, we ensure professional service and customer satisfaction at all times.

Canada Dispatching partners with a network of dedicated roadside service providers and towing operators to deliver fast response and dependable support throughout Canada. The company emphasizes operational excellence, efficient service coordination, and clear communication to ensure clients receive the help they need when they need it most.

Canada Dispatching is registered and operated as a Canadian corporation headquartered in Alberta, supporting national operations and services for drivers across all provinces and territories

How to Apply

Interested candidates are invited to submit their resume and cover letter by email to:

hr@canadadispatching.com

Job Description

Canada Dispatching is seeking a dedicated and experienced Operations Supervisor to oversee day-to-day roadside assistance operations across Canada. The successful candidate will coordinate with dispatch teams, supervise operational staff, ensure high standards of customer service, and support continuous improvement in company performance. This position requires strong leadership, problem-solving skills, and the ability to thrive in a fast-paced and demanding environment.

Responsibilities of an Operations Supervisor

- Supervise and coordinate daily roadside assistance operations from dispatching to managing the dispatchers
- Dispatch and monitor field operators/drivers to ensure timely response and efficient route management
- Ensure compliance with company policies, safety standards, and local transportation regulations
- Monitor service levels, response times, and customer satisfaction to meet contractual and SLA requirements
- Handle escalated customer issues and resolve operational problems in real time

Schedule staff shifts, manage attendance, and ensure adequate coverage for 24/7 operations

Train, coach, and evaluate drivers and dispatch staff to improve performance

Coordinate vehicle maintenance, inspections, and breakdown reporting

Prepare daily, weekly, and monthly operational reports (KPIs, incidents, productivity, costs)

Liaise with insurance companies, fleet partners, police, and other third-party stakeholders

Ensure accurate job documentation, billing information, and system updates

Implement process improvements to increase efficiency and reduce response times

Enforce health, safety, and environmental standards at roadside scenes and depots

Support management with budgeting, cost control, and operational planning

Minimum Qualifications:

Completion of secondary school (Grade 12) or equivalent

3 to 5 years of relevant experience in roadside assistance, towing services, transportation and logistics, tire services, or a related operational environment

Proven supervisory or team leadership experience

Strong verbal communication and problem-solving abilities

Proficiency in computer applications and experience using dispatch or operations management systems

Valid driver's licence considered an asset

Employment Equity Statement

We are committed to fostering an inclusive and diverse workplace. We welcome and encourage applications from Indigenous peoples, women, members of visible minorities, and other underrepresented groups. All candidates will be evaluated based solely on their qualifications and the operational requirements of the position.

How to Apply

Interested candidates are invited to submit their resume and cover letter by email to:

hr@canadadispatching.com