



ALLIANCE
PATIENT TRANSFER

WE'RE HIRING!

✓ **Night Shift Dispatcher**

We're looking for a dependable, organized, and detail-oriented Night Shift Dispatcher to join our growing team at Alliance Patient Transfer.

At Alliance, we believe every patient deserves to be treated with dignity, compassion, and respect. Every day, we provide non-emergency patient transfer services to hospitals, healthcare facilities, long-term care homes, and private residences throughout our community.

Behind every successful patient transfer is a team working together to ensure everything runs smoothly. Our dispatchers play an essential role in keeping our operations organized, supporting our crews, and ensuring patients receive safe, reliable, and timely transportation.

This opportunity is ideal for someone who enjoys problem-solving, has exceptional communication skills, and thrives in a fast-paced environment. Whether your background is in customer service, transportation, logistics, healthcare administration, hospitality, or another coordination-focused role, we encourage you to apply.

Previous dispatch experience is an asset, but not a requirement. We'll provide comprehensive training to help you develop the knowledge and confidence needed to succeed.

About the Role

As a Night Shift Dispatcher, you'll play an important role in coordinating patient transfers, managing schedules, and supporting our crews throughout the overnight hours.

Working from our facility in Belleville, you'll communicate with hospitals, healthcare facilities, patients, families, and our Patient Transfer Attendants to ensure transportation requests are handled efficiently, professionally, and with care.

From coordinating hospital discharges to managing unexpected scheduling changes and ensuring crews have the information they need, you'll help keep our operations running smoothly.

This position requires someone who is comfortable working independently, making sound decisions, and balancing multiple priorities while maintaining a calm, positive, and professional approach.



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What You'll Do

- Coordinate and dispatch patient transfer crews and vehicles to ensure safe, efficient, and timely transportation.
- Receive, process, and schedule transportation requests from hospitals, healthcare facilities, patients, and families.
- Monitor crew availability, vehicle locations, and transfer progress throughout the shift.
- Communicate clearly and professionally with Patient Transfer Attendants, healthcare professionals, patients, and families.
- Respond to incoming telephone calls, emails, and transportation inquiries.
- Manage scheduling changes, cancellations, delays, and unexpected transportation requests.
- Prioritize transfer requests based on operational requirements, crew availability, and patient needs.
- Accurately enter and maintain patient information, booking details, schedules, and dispatch records.
- Use dispatching and scheduling software to coordinate transportation requests and monitor daily operations.
- Identify potential scheduling conflicts or operational challenges and work proactively to resolve them.
- Coordinate with management and other team members to ensure a smooth transition between shifts.
- Maintain patient confidentiality and follow established privacy, safety, and operational procedures.
- Provide exceptional customer service while representing Alliance professionally.



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We're Looking for Someone Who:

- Is exceptionally organized and pays close attention to detail.
- Has excellent communication, telephone, and customer service skills.
- Remains calm, professional, and focused under pressure.
- Can confidently manage multiple requests and changing priorities.
- Is a natural problem-solver who can think quickly and make sound decisions.
- Is comfortable working independently during overnight hours.
- Is dependable, punctual, and takes pride in being accountable.
- Is confident using computers and comfortable learning new technology.
- Enjoys working collaboratively and supporting a busy operational team.
- Understands the importance of confidentiality, professionalism, and patient privacy.
- Is flexible, adaptable, and able to respond positively to unexpected situations.
- Has a genuine interest in helping others and contributing to a positive patient experience.

Qualifications & Requirements

- Previous dispatch experience is an asset, but not required.
- Proficiency with Google Workspace products, including Gmail, Google Calendar, Google Docs, and Google Sheets.
- Working knowledge of Microsoft Office applications, including Word, Excel, and Outlook.
- Experience with RouteGenie or similar dispatching, scheduling, or transportation management software is considered an asset.
- Strong computer skills and the ability to learn new systems and software quickly.
- Excellent verbal and written communication skills.
- Strong organizational skills with the ability to multitask and prioritize effectively.
- Ability to work independently with minimal supervision.
- Ability to remain professional and make sound decisions
- Strong attention to detail and accuracy when handling patient and transportation information.
- Availability to work overnight shifts, including weekends and holidays as required.
- Previous experience in healthcare, transportation, logistics, administration, or customer service is an asset.

Comprehensive orientation and on-the-job training will be provided. We're looking for the right person with the right attitude, strong communication skills, and a willingness to learn.



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Why Join Alliance?

When you join Alliance, you become part of a team that truly cares about the people we serve and one another.

We recognize that our dispatchers are essential to the success of our operations. They're the connection between our crews, healthcare partners, patients, and families, helping ensure every transfer is handled with professionalism, compassion, and care.

We foster a supportive and respectful workplace where teamwork, communication, and accountability are valued every day.

We offer:

- Competitive wages
- Paid orientation and comprehensive on-the-job training
- Ongoing learning and professional development opportunities
- Extended health benefits
- Company events
- On-site parking
- Supportive and collaborative team environment
- Meaningful work that positively impacts our community

Schedule & Location

- Position: Full-Time Night Shift Dispatcher
- Location: Belleville Ontario
- **On-site (not a remote position)**
- Overnight shifts, including weekends and holidays as required
- Shifts of up to 12 hours
- Overtime as required

How to Apply

Interested candidates are invited to submit a resume and cover letter.

We appreciate the interest of all applicants; however, only those selected for an interview will be contacted.