



## POSITION DESCRIPTION

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**TITLE :** Dispatcher

**EFFECTIVE DATE:** March, 2010

**REPORTS TO:** Dispatch Supervisor/Transportation  
Manager

**FLSA STATUS:** Non-Exempt

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### **SUMMARY:**

Under general direction of the Dispatch Supervisor, the Dispatcher is responsible for meeting the local and/or long distance pick up and delivery needs of our customers, and in so doing must employ methods that address both safety and cost control in the planning and direction of the company's drivers.

### **ESSENTIAL DUTIES AND JOB RESPONSIBILITIES:**

- ◇ Effectively communicate with customers for the purpose of gathering specific information needed to properly execute pick up and delivery services.
- ◇ Pre-arrange routes and delivery schedules in advance for the following day, or week, when possible. Assemble manifests and other appropriate paperwork, as needed.
- ◇ Schedule appointments for drivers based on customer required time and date parameters.
- ◇ Prior to dispatch, verify that drivers have sufficient available hours to complete their assignments.
- ◇ Maintain communication with the drivers throughout their day/trip, discussing plan priority and additional assignments.
- ◇ Field calls from drivers regarding pick up or delivery problems (overages, shortages, damages, refusals, breakdowns, etc.) and provide direction and action needed for resolution.
- ◇ Communicate with billing clerks to make sure appropriate costs are invoiced to customers.
- ◇ Review paperwork turned in by drivers, ensuring it is neat, legible, and complete. Make note of any delivery exceptions.
- ◇ Coordinate with warehouse personnel to ensure returned freight is expedited to its final destination.
- ◇ Coordinate maintenance and repair schedules for all vehicles.

**QUALIFICATIONS** –To perform this job successfully, an applicant must be able to perform each of the specific responsibilities satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the specific responsibilities.

### **EDUCATION and/or EXPERIENCE**

High school diploma or equivalent. At least two years experience in the transportation industry. Experience in dispatching in the southwestern states.

Sufficient knowledge of federal and state transportation regulations needed to direct the operations of company drivers and equipment in a safe and compliant manner.

## **LANGUAGE / COMMUNICATION SKILLS**

Good command of the English language is required. Good listening skills and habits are essential for this position. Ability to resolve issues and solve problems through personal interaction and use of good communication skills is essential. Ability to effectively establish rapport, present information and respond to questions from managers, customers and co-workers. Ability to write routine reports and correspondence. Ability to read and interpret documents such as procedure manuals, work instructions, software manuals.

## **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as addition, subtraction, multiplication, division and percentages.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram format. Ability to deal with problems involving a variety of concrete variables where only limited standardization exists.

## **INITIATIVE AND INGENUITY**

Ability to apply appropriate judgment and initiative in determining source of information, and action required for results and solutions.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

None required for this position.

## **OTHER SKILLS AND ABILITIES:**

None required for this position.

## **PHYSICAL DEMANDS:**

**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers and talk or hear. May require walking on a level surface for periodic times throughout the day. Reaching above shoulder heights, below waist or lifting as required to file documents or store materials throughout the work day. Proper lifting techniques required. Regularly lifts and/or moves up to 10 pounds and may include occasional lifting up to 25 pounds for files, computer printouts, etc.

## **WORK ENVIRONMENT:**

**The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

The noise level in the work environment is usually low to moderate. For the most part, ambient room temperatures, lighting and traditional office equipment as found in a typical office environment. Some time will be spent in an open air environment, such as the facility truck yard. Travel is minimal with most contact with drivers in person and phone, and customers by phone and correspondence. The performance of this position requires exposure to trucking yards, trucks, warehousing areas and forklift equipment.

**DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

This document does not create an employment contract, implied or otherwise, other than "at will" relationship.

Date: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
(Associate's Name - Please Print)

\_\_\_\_\_  
(Manager's Name - Please Print)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

Date: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
(Associate's Name - Please Print)

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(Manager's Name - Please Print)

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