



Dispatcher 1

Job summary

We are currently looking for an experienced Dispatcher. The ideal candidates should have a background in fast-paced environments including experience with multi-line phones, and computer proficiency including Word and Excel. Individuals must be able to work in a self-motivated manner. This is a key operational position with the opportunity to advance and grow with the company. The ideal candidate will be capable of both small-vehicle courier dispatch and also Tractor trailer and Box truck dispatch as well.

The focus is to prepare, execute, and follow up with all parties to ensure 24/7 service. The ideal candidate will meet all service requirements while adhering to the policies and procedures of the Company. The candidate must possess strong relationship skills and maintain a positive solution-based attitude at all times.

Responsibilities

Understand the various details and expectations of each unique customer's SOP.

Develop a strong geographic understanding of operating markets, as well as the mix of business in each location and the individual driver fleets.

Constantly verify the status of the capacity in your driver fleets to understand your coverage options before orders come into the system, not reacting to orders as they are placed.

Complete driver pre-check calls two hours before the stated report time to confirm understanding and availability.

Track drivers proactively through the day using GPS and dispatch tools and maintain phone contact at specified intervals to ensure on-time pickup and delivery.

Log notes inside order tickets to create a detailed narrative of any discussion with the driver or customer.

Work closely with the Customer Service Representative for your shift and division to ensure proactive communication with customers regarding any delays or issues.

Enter detailed information for arrival and departure times, bill of lading and freight counts, and proof of delivery information in orders in real-time as they are completed.

Requirements

Experience in fast-paced dispatch, customer service, or phone centers.

Ability to multi-task through phone communications and real-time software-based tracking and dispatch systems.

Strong computer skills including Microsoft Office proficiency and the ability to become an expert in the company's dispatch platform.

Desire to work independently and proactively to support the overall team Dispatch Operations goals.

Strong communication skills and the ability to develop positive relationships with the driver fleet.



Professional image and communication skills.

Ability to adapt to changing customer needs and driver availability.

Ability to manage multiple factors in a high-stress environment.

Ability to work a flexible schedule, with the understanding that different times demand more hours.

Dispatcher 2

Job summary

We are looking for an experienced Dispatcher. This position manages driver planning and load assignments for drivers to ensure efficient utilization of assets, having a direct impact on driver profitability, customer satisfaction, and operational efficiency.

Responsibilities

Oversees the daily activities of Drivers assigned to his / her shift and is the first point of contact to guide Drivers making deliveries.

Collaborates with suppliers to work through allocation & supply challenges.

Ensures organization and the proper sequence of loads delivered to maximize efficiency.

Continually analyzes stations to identify potential delivery issues related to traffic, allocation, and driver's available hours of service to ensure operational efficiency and profitability.

Maintains customer expectations of sourcing and on-time deliveries.

Forecasts customer needs and proactively ensures no service failures.

May assist with daily log reviews and address violations.

Requirements

Strong problem-solving skills with the ability to build loads to maximize operational efficiency.

Excellent written and verbal communication skills.

A pleasant and professional demeanor with the ability to multitask.

A strong customer focus with the ability to follow tasks through to completion.

Ability to work independently and exercise judgment in both regular and unique situations.

Strong geographical knowledge of the area.

Strong skill base and comfort with technology including Microsoft Office, specifically Excel; experience with routing or dispatching systems a plus.

Some scheduling flexibility to meet the needs of the operation.

High School Diploma or equivalent.

Previous experience as a Dispatcher where attention to detail, a sense of urgency, problem-solving, and using



independent judgment to solve problems was required.

College degree (Bachelor's or Associate's) or some coursework toward a degree.

Experience with logistics/transportation instead of a college degree.

Previous management or leadership experience.

Dispatcher 3

Job summary

This position is for a Dispatcher. Dispatcher's job is to find loads, negotiate rates, and schedule drivers to pick up and deliver loads to customers. The dispatcher is also responsible for keeping all load records and monitoring drivers ELDs.

Responsibilities

Negotiating rates with customers.

Dispatch drivers by customer needs.

Finding back haul loads.

Keeping all dispatch load records.

Creating cost-efficient and safe routes.

Insuring customer service to our drivers and customers.

Last-minute scheduling and rescheduling appointments and communicating this information to customers and drivers.

Communicate with customers concerning operational and logistical issues.

Route monitoring.

Insuring driver compliance in DOT laws and regulations.

Requirements

Ability to work in a team environment.

Ability to handle high-stress situations.

Multitasking a few projects at the same time.

High School Diploma or GED is required.

Bachelor's degree, preferred

2+ years of recent dispatch experience is required.

Dispatcher 4

Job summary



Dispatchers are the main point-of-contact for company drivers. They relay relevant company information to drivers as necessary. They also act as supervisors for the drivers, approving discretionary repair and travel expenses, and hiring and firing drivers as needed.

Responsibilities

Communicate with Planners to plan driver routes

Help drivers choose efficient courses to fulfill their routes

Coordinate with drivers to find available agents when necessary

Communicate with agents to set up incoming shipments and labor as needed

Monitor drivers and ensure that they are following DOT regulations, and stop them if they violate regulations

Approve repair expenses and travel expenses for drivers

Hire and fire drivers as required by supervisors, and supervise driver actions, ultimately taking responsibility for the driver's actions

Communicate with customer and with customer service on driver's schedule, especially regarding arrival times, and issue funds to drivers as needed

On a rotating schedule, monitor and receive calls and emails via company-supplied phone and tablet after hours to approve funding requests and repair issues as needed

Other duties as assigned

Requirements

Good telephone skills

Knowledge of company software

Ability to problem solve to maximize driver effectiveness

Knowledge of Allied rules and regulations

Knowledge of DOT and DOD regulations

Required: Five years dispatching experience

Preferred: Logistics degree

Dispatcher 5

Job summary

The Dispatcher answers incoming calls captures breakdown service information, answers inquiries and questions, handles complaints, troubleshoots problems, and provides accurate information. Interacts by phone with customers and vendors to schedule services, collects payment, answers questions, and conducts follow-up. Creates email correspondence with internal and external customers, identifies responsible billing parties and selects capable vendors using in and out-of-network resources. The Dispatcher is challenged with converting opportunities into completed jobs.



As a Dispatcher, you must have at least 1-3 years of experience in a customer service role within a call center environment. You must have excellent communication skills both written and verbal as well as effective listening skills.

Responsibilities

Enter customer information into the system and identify and escalate priority issues

Completing call log and producing call reports

Provide follow up customer calls when necessary

Requirements

Good data entry/typing skills and computer skills

Flexibility in your work schedule

A High School Degree or equivalent

A clear criminal background check and drug test

Must be age 18 or older

Dispatcher 6

Job summary

We are currently seeking skilled Dispatchers with highly reputable transportation, manufacturing, or service dispatch experience. As a Dispatcher, you will be communicating daily with a high number of customers and clients, so having strong capability of good communication skills is a must! As a Dispatcher, you should have strong expert knowledge of logistics, the ability to provide excellent customer service, and must be able to work efficiently in high-stress situations.

Responsibilities

Answer phones and emails promptly

Update daily CRM/database systems

Maintain route and PO changes in the company database

Monitor drivers throughout the day and report potential delays and/or detention to appropriate personnel

Communicate as needed with customers, drivers, and internal teams throughout the day

Take accurate and detailed notes regarding routes, changes, customer requests, etc.

Requirements

1+ years' experience in a Dispatch role is strongly preferred

Proficient computers skills, including Microsoft Office Suite

Excellent verbal and written communication skills



Excellent organizational skills

Understanding of strong attention to detail

Capability of multi-tasking and working under little supervision

Must be a reliable and dependable employee

Dispatcher 7

Job summary

We are currently seeking a Dispatcher. As a Dispatcher, you will be responsible for proactively monitoring on-time pickup/delivery performance and freight security using prescribed systems.

Responsibilities

Analyze dispatch information to ensure the ability of the driver to meet service standards

Monitor compliance relating to Federal DOT regulations

Answer the multi-line phone promptly to maintain communication standards with drivers

Effectively communicate training as directed by management

Requirements

Excellent written and verbal communication skills

Strong organizational and conflict resolution skills and ability to execute logical decisions quickly

Proficient in Excel, Word, and Outlook

Ability to multitask in a fast-paced, team-oriented environment

Dispatcher 8

Job summary

The Dispatcher schedules and dispatches drivers.

Responsibilities

Schedules and dispatches drivers

Answers calls from clients and schedules services

Maintains records, logs, and schedules of the calls received to schedule transit services, drivers dispatched, and customer cancellations or no-shows

Prepares reports on all activities occurring during their shifts



Directs drivers through radio contact

Other duties as required

Requirements

High school diploma or equivalent, such as GED, required

A valid Class B or higher Commercial Driver's License with passenger and airbrake endorsements required

One to two years of dispatch and/or customer service experience preferred

Ability to organize logical and efficient schedules and routes and adapt to changes

Ability to read, comprehend and understand a map

Ability to read, understand, and interpret transit system operating rules, regulations, policies, phases, and routes

Ability to assist handicapped passengers when needed

Working knowledge and proficiency with Microsoft Word, Excel, and PowerPoint programs

Strong written and oral communication skills

Clear speech and pleasant phone demeanor

Ability to use a multi-line phone system and handle multiple tasks concurrently

Ability to interact professionally with internal and external customers on all levels and be able to work well with diverse groups

Dispatcher 9

Job summary

The Dispatcher position is directly responsible, under supervision, to provide communication and support services to drivers and clients.

Responsibilities

Supervise drivers in directions and immediate situations

Coordinates dispatching of drivers by receiving and transmitting radio calls

Inputs and retrieves computer data quickly

Answers questions and provides information to the drivers and clients over the telephone

Makes entries into automated computer system

Maintains accurate, up-to-date files and logs

Assists drivers in ensuring clients are delivered promptly

Assemble schedules for the following day of service

document all cancellations and no shows



Assist in other departments as needed

Effectively communicate any problems or issues with managers as situations arise

Requirements

High school degree or G.E.D

At least 3 years of field experience or equivalent.

Uses good judgment in making decisions in emergency and routine situations

Effective oral and written communication skills

Excellent organization and multi-tasking skills

Ability to effectively interpret contract rules and requirements

Ability to effectively decipher maps

Demonstrated excellent written and oral communications and organizational skills

Dispatcher 10

Job summary

We are currently seeking a Dispatcher to join our team.

Responsibilities

Basic administrative duties (answering the phone, calling customers, filing, etc.)

Regular interaction daily with commercial truck drivers as well as customer inquiries

Verifying driver paperwork for accuracy

Dispatching of routes

Scheduling drivers to cover absences and vacations

Completing daily service reports

Requirements

Intermediate computer skills (knowledge of Excel and Word)

Experience with TMW is a plus, but not required

Previous experience working in a warehouse or trucking environment

Good customer service skills

The ability to multi-task