



DISPATCHER

Salary
\$45,000-\$80,000+

REQUIREMENTS :

No formal training or certification is required.

Previous Driver Experience is an asset.

Administrative experience preferred.

JOB OVERVIEW

As a Dispatcher, you will be responsible for the movement of freight, serving as a central point of contact for coordinating and managing logistics. Dispatchers work in an office environment, using computers and phones to maintain contact with customers and drivers. Depending on the company's size, dispatchers may also be responsible for finding loads, negotiating with clients, and other additional duties. Working as a team or independently, you'll play a crucial role in optimizing operational efficiency and providing timely support to both internal teams and external clients.

RESPONSIBILITIES

- Assign loads and routes to drivers. Oversees their progress and check-in with drivers when appropriate.
- Receive and prioritize incoming calls.
- Maintain communication with customers, drivers, and management.
- Understanding of the Hours-of-Service Regulations.
- Familiar with maximum axle and gross vehicle weights.
- Familiar with routing and truck routes.
- Ensure the driver is fit for duty.
- Confirm driver can complete the assignment within the legal allowable limits.
- Monitor weather conditions and communicate with drivers as necessary.
- Report any incidents encountered.
- Document changes and incidents daily.
- Aid drivers under challenging circumstances, advising and providing solutions to drop-off and pickup problems.
- Follow all policies and procedures set forth by ABC company.
- Ensure all permits and border crossing documents are prepared for the driver in advance.

QUALIFICATIONS:

- Superior communication skills, both written and verbal.
- Ability to multi-task effectively.
- Knowledge of GPS systems and geography.
- Excellent customer service skills.
- Strong computer literacy skills.