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## Dispatcher

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### **Overview:**

The role of the dispatcher is to coordinate customers' needs with available trucks. As well as to provide excellent service and to ensure maximum revenue. As a dispatcher you are planning whether you have a truck to pick up and deliver the goods within the customers timeline and whether there is enough revenue to make the trip worthwhile.

### **Responsibilities:**

- Determining whether a trip can be done using our Number 8 Freight Fleet
- Communicate load plans to regional fleet operators
- Assign freight to regional fleet and communicate plans to operators
- Facilitate a good relationship with Drivers through revenue expectation, home time, vacation etc.
- Maximize driver revenue and make it fair and equitable with all the Drivers
- Reducing empty miles for trips
- Communicate with customers
- Booking appointments for Drivers
- Communicate with third-party carriers and crane companies
- Communicate with customer service representatives to ensure customer requirements are being met
- Generate required shipping documents
- Monitor operator compliance with applicable regulations
- Other duties as required

### **Expectations:**

Company information should be treated in a highly confidential manner. You have specific responsibilities and are expected to use your knowledge and skill to make a positive contribution to our corporate goals.

- Possess strong communication skills, be able to multitask and work under minimal supervision.
- Be able to work and thrive in a fast-paced team environment; be energetic; pleasant and willing to learn.
- Commit to new initiatives and programs that promote continual improvement and efficiency.

- Foster a safe work culture for all procedures, including but not limited to:
  - wearing PPE if required.
  - reporting all injuries, claims or near-misses, unsafe or hazardous conditions.

**Requirements:**

- Prior experience in transportation dispatch – flat deck, LTL and TL
- Knowledge of Microsoft Office programs
- Knowledge of Truckmate
- Knowledge of Canadian Hours of Service regulations
- Knowledge of cargo securement regulations
- Knowledge of weight and dimension regulations
- Good communication skills in written and spoken English
- Good computer and telephone skills
- Self-motivation and able to multi-task with minimal supervision
- Able to function well in a fast-paced, open team environment