

Job Title: Dispatch Assistant
Department: Operations
Revision Date: 07/01/17



Position Overview

****NOT a work-from-home position****

Qualified candidate will have dispatching and logistics experience. Candidate preferably has knowledge of and experience with using a satellite-based communication system. Dispatch Assistants that do not have experience in a dispatch role may be considered, but must be open to extensive training and have a strong ability to learn our system. The Dispatch Assistant will function as an assistant to our full-time dispatchers, which would entail all locations of our operation.

Successful candidate will field phone calls and messages from drivers, relay information, and make decisions to best work around customer, weather, and equipment issues. Position is expected to provide assistance with paperwork and other clerical duties, as assigned. Our 100+ truck fleet operates 24-7-365 out of five main terminals throughout the Midwest, centrally dispatched from our Corporate office in Green Lake, Wisconsin, via a satellite communication system, making computer skills a vital part of the job.

Dispatchers are required to monitor customer inventory levels and incoming orders on each shift. Dispatchers manage trucks from multiple, overlapping locations requiring clear communication among the department. It is imperative each dispatcher become extremely familiar with all areas of the business to allow flow between shifts and on weekends, and the ability to make adjustments to the schedule as needed. The Dispatch Assistant will be required on a mandatory rotation of weekend on-call coverage after fully trained. At time of hire, the Dispatch Assistant will be a full-time, hourly position. Upon review at 90 days, this position may change to a salaried pay rate, dependent on the employee's advancement in the training process and demonstration of skill and knowledge.

Essential Job Functions

Chosen candidate must have a positive attitude. Dispatch is fast-paced and requires personnel to be open-minded and welcoming of time-sensitive challenges. Must be highly motivated, with strong logistical and geographical knowledge, and have an ability to look ahead and at the big picture. Ideal candidate will assist our Dispatch staff, helping schedule and plan. Candidate will be required to learn and understand our fully-integrated satellite/communication program. FLASH offers superior customer service, and requires all employees to carry out that mission. Service is what we do. We must be the solution, not part of the problem. Dispatchers and Dispatch Assistants are expected to communicate with shippers and consignees in a manner that satisfies their needs and keeps them informed. Internally, dispatchers are the acting supervisors of drivers.

Essential job functions of dispatchers include, but are not limited to:

- Enter orders into system accurately and timely as a part of the Dispatch process.
- Monitor customer inventory levels.
- Monitor system messages, errors, and driver activity.
- Deliver exceptional customer service while representing the company in a professional manner.
- Become knowledgeable of DOT / FMCSA / CSA regulations
- Approve and verify driver paperwork and/or computer entries.
- Become knowledgeable of company policies and procedures, so as to educate and enforce with drivers. Dispatchers are responsible for reporting misconduct and accidents/damage immediately to Human Resources.
- Become knowledgeable of all types of equipment FLASH operates and understand the scope of all FLASH operations
- Rotating weekend on-call
- Respect of and toward peers, drivers, and technicians

Other Skills/Abilities

- Strong organizational skills
- Multi-tasking ability
- Ability to read, write, and speak the English language.
- Proficient with Windows-based programs computer operating systems, specifically Microsoft Office (Word, PowerPoint, and Excel).
- Communication skills, including oral, written, and electronic.

* The above list is not an all-inclusive list of duties and/or requirements. You will be expected to perform various tasks as required by the customer. As business objectives changes, so too may the duties.*

This job is located in Green Lake, WI; NOT a work-from-home position.