

Job Title: Fleet/Truck Dispatcher – St Jo TX
Department: Operations
Revision Date: 05/09/19



Position Overview

Qualified candidate will have solid dispatching and logistics experience. Candidate has knowledge of and experience with using a satellite-based communication system. Ideally, candidate will have experience in the bulk trucking industry.

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 will help with paperwork and other clerical duties, as assigned.

Our 100+ truck fleet operates 24-7 from six terminals throughout the Midwest and Texas. All operations are managed through Corporate in Green Lake, WI. Though all dispatch operations are central to Green Lake, our Texas fleet is dispatched during the day from our St. Jo location, with night coverage occurring in Green Lake. We operate via a satellite communication system and expect dispatchers and drivers to follow all system requirements. Our software system controls all aspects of our operation, from communication to order entry, maintenance, payroll, and invoicing. A portion of our service includes customer inventory monitoring, which may require Dispatch to watch inventory levels in addition to incoming order placement. Dispatchers manage trucks from multiple, overlapping locations requiring clear communication among the department. It is imperative each dispatcher becomes familiar with all areas of the business to allow flow between shifts, and the ability to adjust the schedule as needed. All dispatchers are required to participate in a mandatory rotation of weekend on-call coverage after fully trained.

Essential Job Functions

Chosen candidate must have a positive attitude and excellent customer service skills. 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 an ability to look ahead and at the big picture.

FLASH has been built on superior customer service and being a value-added partner to our customers. We need all employees to carry out that mission. Service is what we do. We must be a solution and not part of the problem. Dispatchers are expected to communicate with shippers and consignees in a timely 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

Timely, constant, and consistent communication within the department and with our maintenance team

Monitor customer inventory levels, if required

Monitor system messages, errors, and driver activity

Deliver exceptional customer service while representing the company in a professional manner

Knowledgeable of DOT / FMCSA / CSA regulations

Approve and verify driver paperwork and/or computer entries

Knowledgeable of company policies and procedures, to educate and enforce with drivers. Dispatchers are responsible for reporting misconduct and accidents/damage immediately to Safety and 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.

Ability to communicate proficiently in the Spanish 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 Saint Jo, TX; not a work-from-home position.