

Job Description

Job Title: Fleet Dispatcher
Department: Operations
Company: FLASH
Reports To: Operations Manager
Status: Full-Time, Exempt
Direct Reports: 1



POSITION OVERVIEW

Our 24/7 operation, with 80 trucks operating from multiple terminals across the Midwest, is centrally dispatched from our corporate office in Green Lake, Wisconsin. We are a data and technology-driven operation, from dispatching and payroll to invoicing and maintenance, using these tools to make decisions, control spend, and enhance our culture and employee benefits. This role requires logistics experience and strong software proficiency.

Dispatchers oversee customers' inventories, manage orders, and coordinate trucks across overlapping locations, requiring clear communication and deep business knowledge. This position will work closely with Operations, Safety, and Maintenance. A clear understanding of customers' operations, load requirements, and FLASH equipment is critical. Our dispatchers each have a primary focus on a specific piece of the operation, but must be familiar with all locations, equipment, and commodities. Dispatchers work a set schedule, while also working a rotating evening and weekend coverage. We do value work-life balance, offering flexibility during the day/week to compensate for long nights or busy weekends when on-call.

FLASH is built on service. Dispatchers are expected to be proactive problem-solvers who communicate clearly with shippers and consignees, pay close attention to detail, and stay solutions-focused in a fast-paced environment. A strong grasp of logistics, geography, and forward thinking are essential to success. This job is exponentially easier if approached with a positive attitude, open-mind, and willingness to have fun.

ROLES AND RESPONSIBILITIES:

- Enter orders into system accurately and timely as a part of the Dispatch process.
- Timely, constant, and consistent communication within the department and with Maintenance
- Monitor customer inventory levels.
- 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
- Review system entries for accuracy, completion, and driver audit.
- Become knowledgeable of company policies and procedures, to educate and enforce with drivers. Report misconduct and accidents/damage immediately to Human Resources and/or Operations.
- Become knowledgeable of all types of equipment FLASH operates and understand the scope of all FLASH operations
- Rotating weekend on-call
- Participates in developing and executing annual objectives, goals and initiatives.
- Embraces and supports the FLASH mission and performs safe practices in the workplace.
- Any and all other duties as assigned.

MINIMUM QUALIFICATIONS

- Two (2) years of dispatching or logistics experience
- Strong organizational skills and multi-tasking ability

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- Ability to read, write, speak, and electronically communicate the English language.
- Experience with communication, dispatch, and/or logistics software
- Proficient with Windows-based programs computer operating systems, specifically Microsoft Office
- Attention to detail and problem-solving skills.
- Knowledge of appropriate federal and state regulations.
- Excellent communication and organization skills; ability to prioritize workload, meet deadlines, and self-direct with a sense of urgency.
- Efficient presentation skills (oral, written, and hands-on).

PREFERRED QUALIFICATIONS

- Associate's degree in business or related field.

PHYSICAL REQUIREMENTS

Typical office setting. Exerting up to 25 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met. Job will include repetitive movements, repetitive use of computer/office equipment and usage of hands to type, handle, control, or feel objects or tools.

EEO STATEMENT

FLASH provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

I have read and understand my roles and responsibilities. I can perform the duties and functions required as stated above.

Employee Name – please print

Employee Signature

Job Description
Date

