JOB DESCRIPTION

| **Title** | OFFICE MANAGER AND DISPATCHER |
| --- | --- |
| **Reports To** | [insert title] |

**Job Purpose**

The Office Manager and Dispatcher at [organization name] is a dual-role position responsible for overseeing the daily operations of the office and coordinating the company's dispatch activities. This role is critical for ensuring smooth communication between drivers, customers, and internal departments, as well as for managing administrative tasks, including accounting and human resources.

The successful Office Manager and Dispatcher is a multitasking professional with excellent organizational and interpersonal skills. The individual must be bilingual and have a strong understanding of customs procedures for clearing loads, as well as an accounting background. Being always on call, this role requires a high level of commitment and adaptability.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Manage general office tasks such as filing, generating reports, and reordering supplies.
* Ensure smooth communication between the office and drivers.
  + Update customers as needed based on drivers’ projected timelines.
* Provide leadership to the Admin Secretary, Office Clerk, and other members of the office team.
* Provide assistance as required with customs requests for information, etc.
* Ensure that all records are retained and destroyed as per the appropriate retention schedule, including human resource records, financial records, and customs records.
* Oversee any government requests for information.
* Participate in health and safety initiatives.
* Oversee office supplies, including ordering and repairs as needed.
* Read maps, provide directions, and deal with customers.
* Provide rate quotations to customers and clients.
* Clear loads with customs and ensure compliance with all regulations.
* Hire, onboard, train, performance manage, and terminate personnel as required.
* Handle accounting tasks and maintain financial records.
* Be on call to address any urgent issues or changes in schedules.
* Notify senior management immediately of any accidents or significant delays in deliveries.
* Coordinate with drivers and other departments for efficient dispatching.
* Perform other related duties as assigned.

**Key Qualifications**

* X years of experience as a general manager or in a comparable administrative position involving shop management and logistics is a plus.
* Degree in Business Administration, Finance, or related field is preferred.
* A combination of years of experience and education will be considered.
* Accounting background is essential.
* X years experience in management/leadership is an asset required.
* Must be bilingual (English and French).
* Technical proficiency in using office software and dispatching tools.
* Strong data processing skills.
* Proficient in reading maps and can provide accurate directions.

**Core Competencies**

* Excellent organizational and multitasking abilities.
* Strong decision-making skills.
* Superb customer service and interpersonal skills.
* Excellent written and verbal communication abilities in both English and French.
* Ability to work under pressure and adapt to changing situations.
* Excellent leadership skills.
* Exceptional time management skills.
* Exceptional problem solving skills.
* Must possess excellent analytical skills.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* The standard business hours for this position are[insert core hours]; however, flexible hours are required.
* The role requires always being on call, as permitted under employment standards.
* Requires extended periods of sitting/standing and working on a computer monitor.
* May require occasional travel for training or meetings.
* The role is subject to high pressure due to work volume, goals, and an overall fast-paced environment.