## JOB DESCRIPTION

| **Title:** | TRUCK DISPATCHER |
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| **Reports To:**  | INSERT POSITION |

**Job Purpose**

The Truck Dispatcher communicates with our customers, plans and adjusts routes, and schedules drivers to deliver or collect freight, shipments, and packages all while providing superior customer service.

To ensure success in the role, you should exhibit extensive experience in dispatching and display a strong ability to work under pressure. An outstanding Truck Dispatcher is someone whose organizational skills and customer service excellence translates to an exceptional freight delivery service experience.

**Duties and Responsibilities**

* Scheduling drivers to make freight deliveries or collect shipments and packages
* Planning routes and communicating route changes to drivers as needed
* Preparing dispatch documents as well as generating invoices and freight bills
* Communicating with customers regarding freight details, delivery or pickup times, and any special handling requirements
* Keep track of transportation regulations and laws to ensure drivers are compliant
* Monitoring truck repairs and maintenance schedules
* Logging customer service and delivery issues
* Maintaining records of inbound calls, driver routes, and delivery and pickup times
* Providing superior customer service and support to both customers and drivers
* Any other duties as needed and assigned

**Qualifications**

* High School Diploma or GED
* Degree in Transportation or Logistics would be an asset (Remove if not preferred)
* XX years of experience as a Dispatcher in a similar industry
* Extensive customer service experience
* Exceptional ability to schedule drivers, plan routes, and dispatch drivers to customer locations
* Proficiency in Office software, including Microsoft Word, Excel, and Outlook
* Knowledge of applicable transportation regulations and laws
* Excellent organizational, communication, and time management skills

**Working Conditions**

* Overtime may be required
* Extended periods of sitting may be required
* Adherence to COVID-19 procedures and policies while in effect
* Any other additional work conditions of importance to be added