

Dispatcher

Job title	Dispatcher	Effective date	January 1 st , 2014
Reports to	Transportation & Logistic Planner	Approved by	HR Manager
Work Schedule	The schedule for this position operates from Sunday to Friday, with various shift schedules.		

JOB DESCRIPTION

Reporting to the *Transportation & Logistic Planner*, the *Dispatcher* is responsible for the daily scheduling of company and independent contracted resources to meet customer requirements, focusing on maximizing payload and utility in a safe manner.

Note: This Job Description may not encompass the entire scope of this role, as other duties maybe assigned by management.

RESPONSIBILITIES

Distribution

- Ensure the drivers have the proper instructions to perform their duties safely;
- Give directions to the drivers to help them find the client's addresses;
- Verify that shipping destinations are accurate on the map;
- Ensures that all cut-off for ships are respected;
- Coordinate the daily assignment of company and contracted resources to maximize equipment utility and payload while maintaining a high level of customer service;
- Verify that drivers are on time for the deliveries;
- Ensure that all trips on the planning trip sheet are done in a timely manner;
- Optimize all pickups, drops and deliveries on a daily basis;
- Work with all departments of the organization on a daily basis.

Problems Resolving

- Find solutions for drivers issues, complaints and inquiries;
- Listen to all driver concerns and act on them appropriately as they relate to:
 - Drivers ability to perform his duties effectively;
 - Opportunities that would increase efficiency for both the Company and the customer;
 - Dispatch drivers using a fair and consistent approach;
- Resolve customs problems in a timely manner, when they occur;
- Client failures must be reported to the direct supervisor and *Sales Representative* by email;
- Mechanical and computer failures must be reported to the *Fleet Manager* and *Safety & Compliance Officer* for recording.

Data

- Ensure that all paperwork passing through dispatch are accurate before sending deliveries;
- Ensure all work orders and trips are recorded in the Hub in an accurate and timely fashion;
- Always double-check the work orders;
- Ensure that all trip envelopes are accurate and completed.

Equipment Safety and Regulations

- Ensure all drivers and equipment meets regulatory and corporate compliance;
- Assign the proper equipment for the jurisdiction and the job requirements;
- Ensure that the driver has adequate time to perform his duties safely and within the Hours of Work regulations;
- Show the drivers how to work with the different equipment in the yard;
- Ensure that all equipment respects all transport regulations before departing.

Other Duties

- Performs other related work as required.

POSITION REQUIREMENTS**Education & Experience**

- High School Diploma required;
- Post-secondary education is preferred;
- 5 - 8 years of related experience (Highway and Local);
- C.I.T.T. Certification is concerned an asset.

Knowledge & Qualifications

- Good knowledge of the transportation industry;
- Experience in bulk and/or hazardous commodities is desirable;
- Advanced communication and managerial skills;
- Self-motivated and able to work with minimal supervision;
- Experience in computerized environment;

CORE COMPETENCIES**Communication**

- Work requires professional written and verbal communication and interpersonal skills;
- Ability to participate in and facilitate group meetings;
- Expresses ideas clearly and effectively;
- Strong listening skills - listens to understand; is not judgmental;
- Conflict resolution - confronts problems openly and works constructively to find common ground;
- Fluently bilingual both verbal and written.

Organizational Effectiveness

- Ability to multi-task and attend to detail in a fast-paced dynamic environment;
- Seeks ways to add value to the organization;
- Has a genuine desire to help people; has respect and empathy for others;
- Seeks to understand issues and trends.

Self-Management

- Personal accountability -- knows own strengths and weaknesses and accepts responsibility for actions;
- Demonstrates consistency between words and actions;
- Inspires trust and confidence of others;
- High standard of ethical behavior;
- Respectful of those not present.

Adaptability

- Demonstrates confidence in the face of challenges;
- Recovers quickly from problems and setbacks;
- Responds with flexibility to multiple demands and change.

Work Management

- Sets priorities - can describe goals of a project and results to be achieved;
- Initiates and follows through to completion;
- Balance of professional and personal life.

DIRECT REPORTS

- This position has no direct reports.

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