

JOB DESCRIPTION

Job Title: Dispatcher

Reports to: Dispatch Manager

POSITION SUMMARY

The primary responsibility of the Dispatcher is to ensure safe, accurate, timely and efficient delivery of all orders while facilitating and supporting drivers and dispatch management as they perform their duties.

RESPONSIBILITIES

- Ensure each customer receives outstanding service;
- Receive and dispatch orders for products or deliveries;
- Provide accurate and efficient record keeping for all delivery orders;
- Complete administrative duties as required;
- Answer phones and respond to customer requests;
- Answer customers' questions and provide information on delivery times, trucking information and policies;
- Address problems and requests by transmitting information or providing solutions;
- Weigh trucks using scale and print tickets and invoices;
- Accurately complete daily balancing and closing;
- Communicate with the Yard department regarding order preparation, inventory issues, vehicle loading, etc;
- Communicate with Sales and Purchasing departments as required regarding orders for delivery, pick-up or transfer;
- Communicate with Dispatch management, drivers and mechanics to maintain the fleet and correct daily mechanical issues;
- Uphold office cleanliness standards;

- Adhere to all health and safety procedures;
- Consistently exhibit behaviour reflective of the Arnts The Landscape Supplier Inc. professional image.

QUALIFICATIONS / KEY SKILL REQUIREMENTS

Proven experience as a dispatcher is required.

- Ability to provide excellent customer service;
- Ability to effectively communicate both orally and in writing;
- Excellent math, problem solving and organizational skills;
- Be a fast learner and have the ability to perform multiple tasks at once;
- Comfortable working in a fast paced environment;
- Skilled in map reading; knowledge of the geography of the GTA and Durham Region an asset;
- Ability to learn the delivery areas to coordinate driver's deliveries;
- Be computer proficient;
- Be cheerful and come to work every day with a positive attitude;
- Strong team player yet still able to work independently with minimal supervision;
- Commitment to the Arnts The Landscape Supplier Inc. mission statement.

SUPERVISORY RESPONSIBILITIES

None.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Sedentary – sitting most of the time, but may involve walking or standing for brief periods of time. While performing the duties of this job, the employee is regularly required to work in an office-trailer.

- Move and handle boxes of merchandise and products; which entails light lifting.

ADDITIONAL REQUIREMENTS

Will be required to perform other duties as requested, directed or assigned.

This position requires the flexibility to work remotely, onsite in an office or a hybrid of both onsite and remote.