

JOB DESCRIPTION

Job Title: Logistics Dispatch Coordinator / Load Planner

Reports to: Dispatch Manager

POSITION SUMMARY

The primary responsibility of the Logistics Dispatch Coordinator / Load Planner is to coordinate and manage the dispatch of drivers, ensuring timely and efficient transportation of loads.

RESPONSIBILITIES

- Provide accurate and efficient record keeping for all delivery orders;
- Utilize transportation management software and other tools to track shipments, optimize routing, and maintain accurate records;
- Develop and optimize load plans to maximize driver productivity, minimize empty miles, and reduce overall transportation costs;
- Collaborate with the Dispatch Manager in monitoring driver performance, hours of service, route adherence, and adjust plans as necessary to address any issues or changes in customer requirements;
- Communicate effectively with drivers by providing clear instructions and addressing any concerns, while maintaining a positive and professional relationship;
- Collaborate with the Dispatch manager on providing regular updates to management on dispatch and load planning performance, challenges, and opportunities for improvement including proactively identifying and addressing potential issues, such as delays, equipment breakdowns, or weather-related disruptions;
- Collaborate with the sales, yard, and purchasing departments to communicate accurate and timely information on customer orders, special requests, and delivery requirements;

- Answer customer questions and provide information on delivery times, trucking information, and policies;
- Adhere to all health and safety procedures;
- Consistently exhibit behaviour reflective of the Arnts The Landscape Supplier Inc. professional image.

EDUCATION QUALIFICATIONS / REQUIREMENTS

A minimum of 5 years of experience in the transportation industry.

- Ability to provide excellent customer service;
- Ability to effectively communicate both orally and in writing;
- Excellent problem solving and organizational skills;
- Fast learner with the ability to prioritize and manage multiple tasks;
- Comfortable working under pressure and 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;
- Experience with load planning;
- 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 primarily required to work in an office-trailer.

May be asked to handle boxes of merchandise and products, which entails light lifting.

ADDITIONAL REQUIREMENTS

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