



## Job Description

Position: **Dispatch – Edmonton Office**

Reports to: **Operations Manager**

**Overview:** The Dispatcher is responsible for coordinating loads, liaising with drivers, customers and vendors ensuring maximum truck productivity and efficiency as well as impeccable customer service.

### Responsibilities:

- Build long term meaningful relationships with teammates, drivers, and customers.
- Ensure maximum productivity and efficiency
- Schedule appointments for pick up, delivery, maintenance, training and home time.
- Coordinate all aspects of movement/dispatch for the assigned truck or geographical area.
- Duties as assigned

### Skills and Abilities:

- Excellent ability to communicate concisely effectively in writing and in person
- Strong multi-tasking and time management skills
- Pro-active, aggressive.
- Hard Working and Self Starter
- Detail Oriented
- Excellent team player with the ability to work independently
- Analytical and problem solving abilities
- Ability to work in a fast-paced, high volume environment
- Ability to work under high stress, high reward environment.

### Knowledge:

- Grade 12 graduation
- Minimum 2 years experience in an administrative position
- MS Word, Excel and Outlook
- Transportation industry experience a must.