

<b>Job title</b>	<i>Dispatch Manager – Kermit</i>
<b>Reports to</b>	<i>Operations Manager</i>

**Job purpose**

Responsible for driver scheduling and dispatching trucks to ensure on-time departure. Monitors drivers throughout the day and relays information to customer service so they may inform customers of potential late deliveries or problems. Responsible for monitoring hours of service for drivers.

**Duties and responsibilities**

- Prepares driver scheduling and updates daily schedules; meets deadlines
- Dispatches trucks and ensures on-time departure
- Collaborates with Customer and Supervisor for late truck notifications
- Remains aware of current weather conditions for drivers
- Ensures available hours of service report for DOT compliance
- Keeps area clean and maintains a safe working environment
- Offers support/directions to drivers whenever necessary
- Reports violations of company policy to supervisor or lead
- Dispatching functions are completed in accordance with Company standards and procedures including quality standards and safety regulations
- Effective communication and coordination exist with Company personnel and with management
- Uses Navision to create and update contracts based on job orders

**Qualifications**

**QUALIFICATIONS:**

**EDUCATION/CERTIFICATION:**

- High school diploma or GED

**REQUIRED KNOWLEDGE:**

- Logistics and Scheduling
- Understanding of DOT and Safety guidelines
- Understanding of Company policy

**EXPERIENCE DESIRED:**

- 5 years Dispatch experience in oilfield or transportation industry
- 5 years Logistics and Scheduling

**SKILLS/ABILITIES:**

- Ability to communicate and work well with others and be invested in keeping drivers within hours of service requirements and maintain a happy customer base
- Astute, close attention to detail, track time, coordinate jobs and drivers/swampers
- Highly organized, ability to multi-task
- Proficient in Microsoft Office Applications is a plus
- Familiar with area roads and DOT rules and regulations
- Understanding of procedures in other areas of the operation

**Working conditions**

Potential for regular evening and weekend work or shift work

**Physical requirements**

Must be able to be on telephone for 8-10 and sit at a desk

**Direct reports**

No direct reports, however, dispatch coordinates drivers and swamper