



# JOB DESCRIPTION

## DISPATCHER

|                    |                |                     |                  |
|--------------------|----------------|---------------------|------------------|
| <b>Incumbent:</b>  | TBD            | <b>Department:</b>  | Logistics        |
| <b>Reports to:</b> | Robbie Kitchen | <b>Title:</b>       | Shipping Manager |
| <b>Location:</b>   | Puslinch       | <b>Review Date:</b> | April 2022       |

### Job Profile:

The Dispatcher is responsible for the scheduling and dispatch of drivers, equipment, or service vehicles for conveyance of materials, freight, or for normal installation, service, or emergency repairs rendered outside the place of business. The Dispatcher's responsibilities also consist of assigning drivers to trucks and providing accurate directions to pick up and delivery facilities. The role includes providing support in a fast paced, high call volume office environment and will assist in completing operational and data entry tasks as necessary in a timely and accurate manner.

### Primary Responsibilities:

- Schedule and dispatch trucks to book the most timely service possible
- Direct the pickup and delivery activities of drivers
- Provide accurate directions for pickup and delivery services
- Schedule and dispatch drivers, equipment, or service vehicles to appropriate locations according to requests, specifications, or needs, using radios or telephones.
- Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- Track shipments from pickup through delivery for accurate, up-to-date information can be provided regarding any shipment
- Oversee all communications within specifically assigned territories.
- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards
- Monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.
- Arrange for necessary repairs in order to restore service and schedules.
- Manage a real-time transportation database reflecting rates, equipment, origin/destination pairs, fuel surcharges, carrier insurance, etc.
- Receive and process transportation requirement requests from customers
- Adhere to corporate and departmental policies and procedures
- Performs other duties as required
- Maintain compliance with the Commercial Vehicle Operator's Registration (CVOR) Highway Traffic Act and Carrier Safety Rating. Including:-
  - Hours of Service – Log Books
  - Qualifications and Records – Driver qualifications, Abstracts, Conviction Records, Operator Collisions records and Reporting.
  - Vehicle Maintenance – Vehicle Trip and all CVSA Inspection reports including maintenance and annual inspections
- Schedule and co-ordinate Con-Freight trucks and trailers for PM work and Annual Inspections.

### Required Skills and Attributes:

- Transportation industry knowledge and experience an asset (i.e. shipping/receiving, scheduling, freight negotiations and regulatory requirements)
- Bilingual (fluent in English and French - written and oral) an asset
- Experience with Microsoft AX, Microsoft SharePoint, and Descartes TM application are major assets
- Customs knowledge and experience an asset
- Advanced computer skills - Outlook, Excel, Word
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Able to work well under pressure

- Flexible, able to deal with change
- Strong attention to detail
- Very organized, with excellent multi-tasking and problem-solving skills
- Excellent customer service/communication skills
- Strong work ethic and positive team attitude
- Familiar with a unionized environment is an asset.

**Education Requirements & Qualifications:**

- Post secondary degree or diploma in a related field
- Canadian Institute of Traffic and Transportation (CITT) Certification of Logistics Professionals (CCLP) OR Professional Logistician (P. Log.) certification

**Working Environment:**

- Combination office and outdoor/warehouse environment
- Open office high traffic environment with appropriate facilities
- Workstations are equipped with a desk, chair, filing cabinet, integrated office phone, and computer.
- Normal office hours of operation 8:00 am – 4:30 pm with a 30-minute unpaid lunch break. May fluctuate with busy season.
- Physical activities will consist of prolonged periods of sitting, periodic filing, inter-office walking, and meeting room attendance
- Flexible hours, including evenings, weekends, and holidays are required. Overtime may be required from time to time in order to accommodate business requirements.

**Approvals (name / signature)**

|                        |  |              |  |
|------------------------|--|--------------|--|
| <b>Manager:</b>        |  | <b>Date:</b> |  |
| <b>Director:</b>       |  | <b>Date:</b> |  |
| <b>Human Resources</b> |  | <b>Date:</b> |  |

**Employee Acknowledgement:**

I have read this Job Description and reviewed it with my Human Resources representative and/or my Direct Supervisor.

I understand and accept the outlined requirements and recognize that alterations may be required as business conditions and needs change.

|                   |  |              |  |
|-------------------|--|--------------|--|
| <b>Signature:</b> |  | <b>Date:</b> |  |
|-------------------|--|--------------|--|

Concast is an equal opportunity employer, and we are committed to establishing a qualified and diverse workforce. We are committed to accommodating applicants with disabilities throughout the recruitment and selection process, in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)*. Should you require disability-related accommodation to participate in our recruitment process, please contact Human Resources. Any information received relating to accommodation will be addressed confidentially.

Applications from qualified candidates and/or questions, comments or related feedback from employees should be sent to Human Resources @ [HR@concastpipe.com](mailto:HR@concastpipe.com)