**Dispatcher**

The Dispatcher will increase customer satisfaction, operational efficiency, and company profitability by coordinating logistics for timely processing of outgoing shipments in a safe, efficient and timely routing of drivers and deliveries. The Dispatcher will accomplish their responsibilities in a safe, secure, and cost-effective manner that complies with company policy and OSHA, DOT and other applicable regulations.

**Job Duties**

**Contributing to Team Success through Partnerships**

* **Places** a higher priority on organization's goals than own area's goals, and provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
* **Demonstrates honesty and integrity** and keeps commitments.
* **Supports, involves, and informs others on the team -** Treats others with fairness and respect, listens to others in team decisions and actions, and shares information with others.
* **Builds collaborative relationships, and identifies partnership needs and opportunities -** Builds rapport and cooperative relationships with others so that everyone’s needs can be met.
* **Sets up customer feedback systems to monitor partnerships-** Implements effective means for monitoring and evaluating the partnership process and the attainment of mutual goals.
* **Establishes S.M.A.R.T. goals** in line with company goals and values. Implements action plans with timelines with deliverables and measure results.
* **Builds relationships –** Learns the value of relationships and views building relationships as a critical success tool. Promotes team unity and earns buy-in from their team.

**Decision Making, Strategic Decision Making & Innovation**

* **Recognizes** issues, problems, or opportunities; seeks alternative ways to define problems; is not constrained by thoughts or approaches of others and determines action needed. Evaluates options by considering consequences and initiates the actions within a reasonable time.
* **Generates alternatives and leverages resources -** draws upon multiple sources for ideas, creates relevant options for addressing problems/opportunities and achieving desired outcomes.
* **Commits to action, targets -** Implements decisions or initiates action within a reasonable time; targets important areas for innovation, monitors results and makes adjustments as needed. Develops solutions that address meaningful work issues, Delegates and holds accountable effectively.

**Delegating Responsibility and Follow-Up**

* **Shares appropriate responsibilities -** Allocates decision-making authority and/or task responsibility appropriately.
* **Provides support without removing responsibility -** Suggests resources and provides assistance or coaching as needed; expresses confidence in the individual. Trusts people to perform.
* **Stays informed -** Establishes appropriate procedures to keep informed of issues and results in areas of shared responsibility.
* **Communicates timeframes, schedules and parameters -** Builds due dates into assignments, effectively allocates time, and communicates the parameters of delegated responsibilities.

**Planning and Organizing**

* **Understands** company processes and procedures-knows when to apply a technical skill or procedure, understand technical terminology and developments, understand inventory management systems, costs.
* **Prioritizes** tasks and resources. Identifies more critical assignments; adjusts priorities when appropriate.
* **Determines tasks and resources -** Determines project or assignment requirements by breaking them down into tasks and identifying types of equipment, materials, and people needed.
* **Leverages resources -** Identifies and takes advantage of available resources (individuals, processes, departments, and tools).
* **Stays focused -** Understands the importance of time management in order to effectively use time and prevent irrelevant issues or distractions from interfering with work completion.
* **Accountable –** holds self and others responsible for deadlines, assignments, etc.

**Communication**

* **Organizes the communication -** Clarifies purpose and importance; stresses major points; follows a logical sequence.
* **Maintains audience attention -** Keeps the audience engaged through use of techniques such as analogies, illustrations, humor, an appealing style, body language, and voice inflection.
* **Adjusts to the audience -** Frames messages in line with audience experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.
* **Ensures understanding -** Seeks input from audience; checks understanding; presents message in different ways to enhance understanding.
* **Comprehends communication from others -** Attends to messages from others; correctly interprets messages and responds appropriately.
* **Makes complex ideas or situations clear,** simple and understandable, explores different lines of thought; views situations from multiple perspectives; Recognizes patterns, sees discrepancies, missing pieces and trends, examines numerous potential solutions and evaluates each before accepting any alternatives.

**Building Trust and Gaining Commitment**

* **Opens discussions effectively -** Describes expectations, goals, requests, or future states in a way that provides clarity and excites interest; Shares thoughts, feelings, and rationale so that others understand personal positions.
* **Develops ideas -** Presents own ideas; seeks and develops suggestions of others; makes procedural suggestions.
* **Summarizes** outcomes of discussions and establishes next steps if needed. Ensures that the situation/issue at hand is understood.

**Coaching and Developing Others**

* **Establishes and maintains** training as required by management.
* **Clarifies the current situation -** Provides instruction and expected behaviors, knowledge, and level of proficiency by seeking and giving information and checking for understanding.
* **Uses key principles -** Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions (enhances self-esteem, empathizes, involves, discloses, supports).
* **Collaboratively establishes development goals and plans -** Works with individuals to identify areas for development, understand need for improvement, and jointly set specific development goals.
* **Monitors progress -** Gives individuals’ specific feedback on their performance related to established goals; highlights key positive and negative performance issues; adjusts plans to ensure development.
* **Leads by example –** Models the behaviors, knowledge and practices; Explains and demonstrates the characteristics that are expected of the individual who is being coached. Encourages questions to ensure understanding.

**Managing Conflict**

* **Opens discussions effectively -** Establishes a clear and compelling rationale for resolving the conflict. Not afraid to address conflict as it arises, in fact looks at conflict as an opportunity.
* **Remains open to all sides -** Objectively views the conflict from all sides.
* **Skilled at focused listening -** Practices attentive and active listening. Accurately restates the opinions of others even when he/she disagrees.
* **Stays focused on resolution -** Productively uses time effectively when under stress; takes positive action to resolve conflicts and address the issues; summarizes agreements and required actions.

**Safety Awareness and Security**

* **Identifies safety issues and problems -** Detects hazardous working conditions and safety problems: checks equipment and/or work area regularly.
* **Maintains and ensures compliance with safety and security policies -** Places higher priority on team or organization goals than on own goals.
* **Takes corrective action -** Reports or corrects unsafe working conditions; makes recommendations and/or improves safety and security procedures; enforces safety regulations and procedures.
* **Monitors the corrective action -** Monitors safety or security issues after taking corrective action and ensures continued compliance.
* **Establishes and maintains** training as required by management. Regularly schedule meetings to discuss safety issues.

**Work Standards**

* **Sets standards for excellence -** Establishes criteria and/or work procedures to achieve a high level of quality, productivity, or service.
* **Takes responsibility and encourages others to take responsibility-** Accepts responsibility for outcomes (positive or negative) of one’s work; admits mistakes and refocuses efforts when appropriate. Provides encouragement and support to others in accepting responsibility. Holds individuals accountable for job responsibilities or actions.
* **Follows procedures,** takes action accurately and carefully follows established procedures for completing work tasks. Initiates action to correct quality problems or notifies others of quality issues as appropriate.

**Quality Orientation**

* **Follows procedures -** Accurately and carefully follows established procedures for completing work tasks.
* **Ensures high-quality output –** Oversees personal and team job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
* **Takes action -** Initiates action to correct quality problems and notifies others of quality issues as appropriate.

**Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.**

**Job Requirements**

* **Education:**
* High school diploma/GED required (Associate’s degree preferred)
* **Experience:**
	+ Minimum 1 year in similar position (3 years preferred)
	+ Minimum 2 years in progressive position (3 years preferred)
	+ Dispatch/Driving/Customer Service experience preferred
	+ Wholesale distribution experience preferred