



Dispatcher

The Dispatcher will increase customer satisfaction, operational efficiency and company profitability by coordinating logistics for timely processing of outgoing shipments. 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 on the team.
- 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.

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 re-sources (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.

