



JOB DESCRIPTION

TITLE: Dispatcher	
FLSA Classification: Non-Exempt	Department: Logistics - JA
Rev Date: 2.2024	Reports to: Dispatch Supervisor

JARCO COMPANIES is a family-owned company which includes Jarco ReadyMix and Jarco Aggregates, your source for ready mix, topsoil, gravel, and sand in the greater San Antonio area. We are proud to offer 100% Employer Paid health, dental and vision for our employees!

Summary:

This role on the ReadyMix team is responsible for entering customer orders into the delivery system in a detailed, prompt and professional manner. The CSR/Dispatcher also promotes “value added” products and is responsible for negotiating delivery times with the customer. The CSR/Dispatcher will be a good problem solver, foster lasting business relations with customers and will have a strong desire to deliver high levels of customer service. Work will be performed per the supervisor’s instruction, free from direct supervision, except for more complicated jobs.

Essential Duties and Responsibilities:

- Plan daily load activity and assign work for Drivers/Independent Contractors
- Coordinate with Sales team ensuring customer loading and delivery demands are met
- Address problems and requests via phone and electronic messaging
- Monitor the route and status of trucks to coordinate and prioritize their schedule
- Be a continual source of real time info about orders, traffic, obstacles and customer requirements
- Data entry - maintain dispatch records, load activity and other information
- Interact with Drivers in a positive and professional manner as an advocate and coach
- Monitor Drivers’ available hours of service and adjust dispatch instructions accordingly
- Promote safety, compliance and productivity as a coach, counselor, mentor
- Be a team player aiding field operations and other departments as needed
- Regular and predictable attendance at assigned times is required.
- Properly follow all company policies and procedures for a safe working environment
- Will be required to perform other duties as requested, directed, or assigned.

Job Knowledge, Skills and Abilities:

- Experience in Dispatch, or similar experience within the transportation industry
- Bi-Lingual English/Spanish Required
- Must be proficient in Microsoft office products & Dispatch Software
- Knowledge of State & Federal DOT Regulations for Drivers
- Strong verbal and written communication and interpersonal skills, solid customer service background, phone & E-mail

- Strong organizational and analytical skills must be methodical, accurate, and the ability to manage multiple priorities.
- Effective analytical and decision-making skills
- Able to work well in a fast-paced environment with strong time management skills.
- The role will require multi-tasking and the ability to effectively resolve conflicts.

Supervisory Responsibilities:

- None.

Education and Experience:

- High school diploma or GED required.
- 2 to 3 years of Dispatch Experience
- Customer Service: 2 years - Required.
- Computer literacy: 6 years - Required.
- Driver's License - Required

Physical Requirements:

- Required to lift up to 35 lbs.
- Must be able to stand up to 8-10 hours per day.
- Regularly required to sit, stand, bend, reach, and move about the facility.
- May be subject to sitting for long periods of time to perform job scope.

Work Environment:

- Location of position: Corporate Headquarters
- Background checks and drug tests required.
- Maintaining a valid driver's license with appropriate endorsements and a clean driving record is required.
- Work will generally be performed in an office environment.
- May be exposed to shop elements such as noise, dust, odors, fumes, and oils.
- May be required to work hours other than the regular schedule.

These statements are intended to describe the general nature and level of work to be performed and are not intended to be an all-inclusive list of responsibilities and duties.

Print Employee Name

Employee Signature

Date