



## JOB DESCRIPTION

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| <b>TITLE: Dispatcher</b>               |                                   |
| <b>FLSA Classification: Non-Exempt</b> | <b>Department: Logistics - JA</b> |
| <b>Rev Date: 6.2024</b>                | <b>Reports to: CEO</b>            |

**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 Jarco Aggregates team is responsible for entering customer orders into the delivery system in a detailed, prompt and professional manner. 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
- Performs any other tasks and duties as requested, directed, or assigned to support and improve the overall team operations.

### **Job Knowledge, Skills and Abilities:**

- Experience in Dispatch Material Hauling, or similar experience within the 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
- 4 - 5 years of Material Hauler / Dispatch Experience  
2 - 3 years of experience in a Dispatch Supervisor role
- 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 work up to 10-12 hours per day M-F, some Saturdays.
- 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.***

***I confirm I am willing & able to perform the above duties and requirements without accommodation.***

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**Print Employee Name**

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**Employee Signature**

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**Date**