**Position Summary:**

Dispatchers are the people behind the scenes who ensure the success of the Company and that Truck Drivers have cargo to carry. They communicate with the Brokers and Drivers to make sure the **right load** is picked up and delivered at the **right location** at the **right time**.

**Position Accountabilities and Performance Criteria:**

1. Builds relationships with Brokers and serves as the intermediary between the Broker and the Driver
2. Searches Load Boards for loads that correspond to the Driver's location
3. Negotiates rates between Brokers and the Drivers
4. Be failure with the FMCSA's Hours of Service guidelines
5. Monitors the Driver's location, at all times, and makes sure the Driver has enough hours to be able to pick-up and deliver the load on time and communicate the available hours to the Driver before booking him/her on the next load, via text
6. Communicates the instructions on the Rate Confirmation with the Driver as well as communicates any changes with the load that may have changed during the trip
7. Monitors weather conditions and communicates advisories and warning to the Drivers that may be impacted
8. Must have the ability to multi-task in a fast pace environment
9. Have strong data entry and computer skills
10. Strong Customer Service skills

**Position Qualifications**

**Minimum Education:** High school diploma or equivalent

**Minimum Experience:** 1 – 2 years preferred

**Skills – Administrative:** Microsoft Office

 Strong data entry and computer skills

Excellent verbal/written communication skills including the ability to work well under pressure

 Experience with problem resolution

**Physical Demands:** Mild physical effort

 Extensive time on telephone

 Manual dexterity and mobility

**Working Conditions:** High paced office environment

**Reports To:** Filmon Weldeanenya

**Supervises:** Not Applicable

**Approved by:** Adhanom Andahimanot

**Approved Date: 03/01/2019**

**Revised Date:**

**Employee Name: Date:**

**Employee Signature:**