



(248) 391-9446
3500 Giddings Road, Lake Orion, MI 48359

Job Description: Dispatcher

Reports to: Joe Corrigan

Primary Function: Create and manage trucking routes that maximize efficiencies while meeting customer scheduling needs and expectations. Oversee multiple drivers during shift by using good judgment when exercising discretion and independent judgment with regard to significant matters pertaining to the Transportation business. This is a full-time position and reports to Joe Corrigan.

Essential Job Functions:

- Dispatch Drivers on their daily routes
- Knowledge of trucking, walking floor, tipper, train, front load, and roll-off.
- Support safety, ELD, HOS, CSA communications with drivers
- Adjust to last minute changes and work with drivers to schedule emergency pick-up or delivery
- Maintain and confirm schedules for all assigned drivers.
- Make recommendations for improvements and efficiencies.
- Using ELDs, monitor drivers available working hours, schedule work according, and maintain accurate attendance records
- Keep records, monitoring drivers' daily logs for errors or violations and monitoring their working hours and equipment availability. Communicate timely with employees when issues are identified.
- Assist in the collection of driver paperwork for billing purposes.
- Answers incoming phone calls and/or inquiries
- Assist in training of drivers on basic Dispatch App functionality as well as basic GeoTab functionality.
- Monitor Lytx events and coach drivers as necessary.
- Regularly communicate with the drivers relative to the employee's productivity and efficiency for the purpose of recommending discipline, training, promotions, and terminations.
- Perform timely employee performance evaluations of drivers.
- Monitor where all drivers are throughout the day. Be able to provide accurate ETA information upon request
- Monitor allocation needs and direct drivers to lowest product options available based on location, time and price
- Ability to sit for extended periods of time
- Work well with minimal direct supervision. Dispatch administration, communicate with customers regarding pricing, billing and assist with administration
- Accurate communication with internal and external staff members
- Able to anticipate potential problems and create contingency plans
- Able to multitask in a loud, fast paced, high call volume environment with frequent interruptions
- Able to learn software for data entry and reports and follow instruction
- Follows company quality, safety and environmental guidelines as well as employee handbook policies
- Ability to effectively perform responsibilities under a high level of stress
- Regular interaction with peers on-site, including face-to-face meetings and spontaneous conferences.
- Good interpersonal and communication skills with a calm demeanor towards customers and co-workers
- Regular and reliable attendance and presence at work
- Operate in a constant state of alertness and safe manner
- Perform any duties as may be assigned
- Qualifications/Experience/Education:
- High School graduate or equivalent; CDL license preferred
- Working knowledge of Microsoft Word, Outlook and Excel
- Able to learn software for data entry and reports to establish daily trucking routes that make required stops
- Able to follow instruction and have attention to detail and planning - Analytical thinker



ENVIRONMENTAL Wood Solutions

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- General mechanical knowledge
- Strong written communication skills
- Proficiency in GPS tracking programs - Good knowledge of vehicles and local geography
- Able to pass pre-employment drug screen and 7-year background check

Preferred Qualifications/Experience/Education

- This position prefers a minimum of a high school education or GED and preferable 3–5 years of relevant work experience
- Basic mechanical skills are preferred
- Driving experience, knowledge of DOT regulations, operating equipment a plus
- Good organizational and housekeeping skills are required

Reviewed and Approved By:

Employee Signature: _____ Date: _____

This job description is a general description of essential job functions. It is not intended to be an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees are expected to perform tasks as assigned by Supervisory/Management personnel, regardless of job title or routine job duties.