



## **JOB DESCRIPTION**

### **DISPATCHER**

#### **OBJECTIVE:**

Reporting to the Senior Logistics Manager, the Dispatcher will support all aspects of transportation of inbound and outbound orders / loads. This person will work closely and communicate with the logistics, sales, inside sales, shipping/receiving, QC departments and outside carriers.

#### **QUALIFICATIONS:**

##### Education:

- High School diploma
- Post-secondary education in a related field is a strong asset

##### Experience & Skills:

- Minimum 3-5 years prior experience in a dispatch role
- Proficient in MS Office / ability to learn in-house programs
- Strong communication and interpersonal skills (verbal and written)
- Detail oriented and ability to multi-task in a fast-paced work environment
- Excellent organizational, time management and prioritization skills with an ability to respond to urgent matters quickly and work independently
- Good judgement skills
- Flexibility and willingness to work outside of regular working hours
- Prior experience with the following is considered an asset:
  - freight broker / 3PL / reefer
  - export customs documentation / working with customs brokers
  - understanding of purchasing and receiving processes
  - familiar with CHEP program

#### **PRINCIPAL RESPONSIBILITIES:**

1. Work closely with logistics team, production, and warehouse to arrange inbound and outbound shipments
2. Tracking and tracing of trucks / report truck delays and/or customs issues to appropriate departments.
3. Ensure delivery appointments are booked per customers' requirements/paperwork is accurate.

4. Proof of Delivery management and collection.
5. Ensure all necessary documentation is always provided to carriers for compliance with CFIA / USDA / FDA import requirements.
6. Maintain and/or update costs in ERP (Famous) system.
7. Maintain logistics department spreadsheets and report to appropriate departments as required.
8. Prepare and forward bills of lading to carriers as required.
9. Data entry of CHEP pallets and record keeping of movement of CHEP pallets.
10. Assist with sourcing new carriers as required.
11. Participate in weekend on-call rotation throughout the department.
12. Perform other duties as required by Senior Logistics Manager.