



MANITOBA TRUCKING ASSOCIATION
25 Bunting Street Winnipeg, Manitoba R2X 2P 5

Job Description #12345

Job title: Dispatcher

Department: Logistics

Location: XXXXX

Full Time Equivalency (FTE): 1.0

Hours of Work: XXXXXX

Overtime Status: XXXXXX

Reports to: Transportation Manager

Compensation Range: \$29,835-\$63,746

Purpose:

To coordinate drivers' activities, assigning call directives, monitoring routes, and planning future movements.

Duties and Responsibilities:

- Receives requests from customers and clients.
- Books shipments over the phone and online.
- Negotiates rates with carriers.
- Assigns driver routes, arranges schedules for drivers and vehicles.
- Develop and optimize load plans to maximize operation efficiency, using company resources appropriately.
- Monitors GPS systems to track drivers.
- Reviews daily logs for accuracy.
- Advise vehicle operators of route and traffic problems such as construction, accidents, congestion, weather conditions, weight and size restrictions and other information.
- Handles customer complaints professionally and resolves complaints professionally.
- Ad hoc duties as required.

Skills and Abilities:

- Excellent communication and interpersonal skills.
- Ability to remain calm under pressure in a fast-paced environment.
- Superior problem-solving skills.
- Demonstrated ability to provide exceptional customer service.
- Knowledge of computer systems and familiarity with technology.

Required Qualifications:

- Completion of High school or equivalent General Education Degree.
- Previous experience working in transportation administration is considered an asset.

Work Environment:

- Office environment, indoors.

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Funding Provided by:

The Government of Canada

The Manitoba Government