



# Example of Dispatch Supervisor Job Description

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Our innovative and growing company is hiring for a dispatch supervisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for dispatch supervisor

- Communicate with appropriate departments to ensure all orders satisfy Sales Department order submission requirements
  - Review delivery tickets to determine the correct route based on destination, shipment size and customer time requirements specific customer needs for each delivery address
  - Control driver, truck and route productivity by ensuring each truck is used efficiently
  - Partner with Sales team to minimize errors and ensure issues are closed out to their satisfaction
  - Maintain daily reports to analyze route performance contacting start & delivery time, driver route number and overall performance
  - Maintain On-Demand database identifying customer locations, time windows and other information provided by drivers
  - Investigate customer complaints regarding lost or damaged merchandise shortages in shipments to determine responsibility
  - Schedule shipments to ensure compliance with DOT regulations and Company policy
  - Conduct quarterly ride-along with each driver to evaluate delivery areas, verify accuracy and ensure high customer service standards are met
  - Analyze cost of all routes and third party providers to ensure financial responsibility
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- The physical demands for this position are typical of an office environment and must be met by an employee to successfully perform the essential functions of this position
- Must be able to distinguish and identify various colors used in TSC and Technical Operations tools and software
- Proficient experience with TMS platform such as Mercy Gate, Lean Logistics, etc or order management system
- Current EMT certification is desirable but not required
- Current certification in NAED EMD preferred
- Experience loading / unloading vehicles and prioritising customer orders /routes to meet tight deadlines