

# Operations Department

## *Dispatcher*

### **Accountability:**

Report to the Operations Manager

### **Scope of responsibilities:**

To dispatch the moves for the present day, schedule the moves for the next day and close all contracts at the end of the business day and any general tasks that are performed in the office.

### **Job Responsibilities:**

- To dispatch moves for the present day
- Ensure that the scheduled movers are present in the morning on the appropriate truck for a specific job
- To ensure that the movers will get to their scheduled jobs at the scheduled time that is on the file
- To ensure that the movers look presentable (shaved, wearing uniform, etc.)
- To ensure that the drivers checked the oil and water and that everything is ready to go.
- To resolve the problems that come up while the movers are on the job
- To ensure that the customer pays in full and by the agreed form of payment
- If there are problems that the foreman cannot solve, to resolve those problems
- To schedule the moves for the next day
- To ensure that the appropriate movers have been scheduled for the job.
- To check with storage to determine which jobs go into storage
- To check with storage which jobs go out of storage and the current location of each job
- To check to make sure the trucks are prepared for the following day
- To check about existing/continuing problems with certain trucks
- To call the Sales Office and talk to the salesperson that is responsible for a particular job when something on the file is not that clear or when a problem arises so as to clear any potential problems for the next day, i.e. form of payment or the number of workers and trucks for a job
- To close contracts and perform all necessary general office work
- To take the contracts from the Foreman as they return
- To ensure that the amount on the contract(s) matches the money that the Foremen should have collected
- To assign the movers' and foremen's working hours to payroll
- To answer the phone and direct all calls to the appropriate individual

### **Requirements:**

- Dispatch experience (preferably in the moving or related industry)
- Sales and/or telemarketing experience (preferably in moving industry)
- Customer Service oriented