



Dispatch Coordinator Job Description

Summary: The dispatch coordinator position is responsible for scheduling bulk deliveries, assisting drivers with directions, and providing customer service and logistics support with respect to fuel, methanol and/or oil deliveries.

Position Type: Full Time, Onsite

Reports to: Fuel Manager

Annual Salary: \$89,000

Duties & Responsibilities:

- Responsible for all incoming/outgoing dispatch phone calls on a daily basis.
- Records customer orders, dispatches the order to the drivers, and provides BOL to the administrative team for processing.
- Coordinates deliveries and orders to keep drivers within the daily hours allowed by the DOT.
- Coordinates with drivers to resolve any issues, problems or concerns that arise in transit or during delivery. Decides and communicates solutions to meet and satisfy customer needs.
- Reports problems to manager in a timely and accurate manner and follow-up to ensure problem resolutions.
- Monitors GPS units on the trucks to assist in processing customer orders effectively and efficiently and use location in the event of an emergency to locate the driver and truck.
- Scheduling all inbound and outbound trucks daily.
- Maintains a viable relationship; with truck drivers and customers to ensure needs are always met.
- Provides accurate accident, safety and various other related reporting as required.
- Performs and assumes other duties and responsibilities as may be required by immediate supervisor.
- On-call rotating nights and weekends as assigned.
- Work as a team member and respect co-workers.
- Adhere to all company policies and procedures.
- Work in warehouse as needed.

Skills & Knowledge:

- Proficient organization and customer service skills
- Proficient computer skills (Microsoft Word & Excel, Google Mail, Maps & Docs, etc.)
- Proficient verbal and written communication skills
- Proficient problem solving and analytical skills.
- Attention to detail and high level of accuracy.

- Ability to manage priorities and workflow.
- Ability to make timely and sound decisions.
- Ability to handle multiple projects and meet deadlines.
- Flexibility to work within constantly changing priorities.
- Ability to work independently.
- Knowledge of DOT rules and regulations to ensure driver compliance.
- Knowledge of fuel, heating oil and/or lubricant industry
- General Oilfield Knowledge

Computer/Software Skills Preferred but not required:

- Knowledge of Pedigree Asset Tracking software
- Knowledge of Wesroc-Ododata software
- Knowledge of PDI Tank Inventory software

Qualifications:

- High School Diploma or GED is required.
- 2-3 years previous dispatch experience required.

Training:

- Safety Training

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.