

Transportation Dispatcher

Position Classification

Department: Transportation

Compensation Structure: Non-Exempt / Monthly Incentive Plan

Level: 3

Reports To: Transportation Team Leader

Summary/Objective

The primary responsibility of the Transportation Dispatcher is the coordination of transportation of Location Services' client's vehicles in accordance with client-specific Service Level Agreements (SLAs.)

Essential Functions

- Responsible for coordinating schedules and following up with vendors, ensuring adherence to client SLA requirements
- Update systems of record accurately with concise and relevant details
- Follow up on all orders within designated portfolio ensuring positive resolution
- Communicate with clients as needed/requested to provide updates on current accounts, issues, and ETAs assignments
- Manage assigned accounts within approved 3rd party load board sites
- Intake client quote requests, provide estimates to the Team Lead, and with approval, provide quotes to the client
- Report any operational issues, providing details to the Team Leader for review
- Intake load board calls and notify applicable teams/individuals
- Email clients as necessary to verify status for requested "Hold" accounts
- Negotiate vendor fees targeting stated profitability margins for Location Services
- Adhere to all aspects of regulatory compliance, client specific requirements, and SLAs
- Serve as key point of contact for designated clients or markets and help build mutually beneficial relationships with Location Services' vendors and client partners
- Support management in ongoing initiatives as assigned.

Competencies

- Ethical conduct
- Performance management
- Communication proficiency
- Organizational skills

Transportation Dispatcher

- Time management
- Excellent verbal communication
- Excellent time-management skills

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are variable and based on business need. Evening and weekend work may be required as job duties demand.

Education and Experience

- High school diploma or GED diploma or equivalent required
- Bachelor's degree or higher, in business related field, preferred
- 2 years in auto-finance, collections, or call center experience preferred

AAP/EEO Statement

Location Services provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Location Services complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.