



Transportation Dispatcher

Location: Ann Arbor MI

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.

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

Location Services is the nation's only vertically integrated provider of end-to-end recovery, skip tracing, LPR, locksmith and transportation services within the automotive industry. We deliver more than just our services. Our strong drive for building relationships with our



client and vendor partners is evident in our business operations and culture. Our dedicated staff caters to our client's SLA needs with integrity and commitment.

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

This is a Full-Time Position

Applicants must be legally authorized to work in the United States