



JOB DESCRIPTION

Position:	Junior Dispatch – Night Shift
Date:	October 2021
Reports To:	Dispatch Manager
Overview:	Assist in the daily functions of customer service, customer deliveries and vendor pick-ups.

Daily Job Functions but not all limited to the following

- Ensure all branch moves/transfers are completed.
- Work hand in hand with afternoon dispatchers in routing for next day.
- Start to upload routes onto Transportation Management System (TMS) as they are being routed.
- Ensure MTTMS is clean, update any pending new orders, or any orders in load status, orders still in on-site status etc.
- Monitoring drivers' work ethics/performance and make sure they are performing as per Next Supply guidelines.
- Daily, review all runsheets, logbooks handed in by drivers to ensure they are as per MTO regulations, then store them accordingly.
- Ensure all vendor pickups are assigned to appropriate trucks, depending on time and geographical areas.
- Communicate and interact with drivers to understand their concerns at the start of the drivers shift in the morning.
- Work hand in hand with afternoon and nighttime warehouse supervisors to share any driver concerns on truck loading, sequence etc, vice versa.
- Ensure drivers understand and adhere to Load securement.
- Communicate internally with the Order Desk to understand ship to's, address and ensure the information is completed in a timely manner
- Complete detailed end of day shift notes to summarize the entire day.
- Review daily runs to provide feedback for future improvements.
- Address all missed time calls, late, during the day and provide feedback to their supervisor/manager.
- Address customer complaints with drivers, provide corrective action to internal team and Transportation Team.
- Complete reports as assigned such as OTP, claims, driver attendance, performance, compliance (POD, Pictures)
- Review daily driver runsheets to pinpoint and hour leakage or drivers not following SOP, processes.
- Ensure all drivers are performing pre-trips, departing on time,
- Provide input for weekly drivers meeting.
- Follow up with receiving team to ensure any critical product/rush orders are received on priority
- Follow up on any drivers call in sick or late, plan replacement accordingly.
- Manage the drivers vacation planner and get it approved by their Manager, once approved advise the drivers and update the planner and save on the shared drive.
- Perform other duties as assigned by their Supervisor/Manager

Skills/training include

- Organized, able to work on his own, results oriented.
- Computer Knowledge, efficient in Microsoft Excel and Word
- Knowledge of the GTA and surrounding areas a must.
- Good Communication and writing skills.
- Product Knowledge an asset.
- Knowledge of ODT an asset.
- Knowledge of Flat Beds.
- DZ or AZ License an asset.

Schedule

- Monday to Friday 9 pm to 6 am.
- Work additional hours as and when required.