



GENERAL STAFFING SOLUTIONS

POSITION TITLE:

Dispatcher

General Description:

Schedule and dispatch drivers and vehicles to convey freight or passengers. Coordinates drivers according to customer requests in compliance with DOT regulations and company rules; communicates with customers to determine driver needs and schedules and notifies drivers of assignments; keep records, logs and schedules of calls received, the transportation vehicles they monitor and control and the actions they take and enters assignment data in computer database. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. The work of a dispatcher varies greatly depending on the industry in which they work.

Skills/Duties:

- Routes or assigns workers or equipment to appropriate location according to customer request, specifications or needs
- Confers with customer or supervising personnel regarding questions, problems or requests for service or equipment
- Orders supplies and equipment and issues to personnel
- Records and maintains files and records regarding customer requests, work or services performed, charges, expenses, inventory and other dispatch information
- Determines types or amount of equipment, vehicles, materials or personnel required according to customer request or specifications
- Relays work orders, messages and information to or from work crews, supervisors and field inspectors using telephone or two-way radio

Requirements:

Requires a high school diploma with 2 – 4 years of experience in the field or in a related area.

Reporting Relationship:

Works under general supervision; typically reports to a supervisor or manager.

I have read the description of my professional responsibilities as an employee of GSN and agree to adhere to the standards described above.

Signature

Date