

Fonction discription



Job Title: **Dispatcher**

Place in the organisation

Reports directly to Area Manager Dispatching, partners with colleagues dispatching and give instructions to drivers and back office colleague for the administration

Purpose of the function

- Strive to maximize the use of available resources (drivers, trucks), taking into account the priorities and limitations, with the wishes of the customer.

Responsibilities

1. Daily planning and organizing of transport contracts with own trucks or via third parties commissioned by internal (60%) or from external clients (40%) so that the products are delivered to the customer in a timely manner.
 - Collect the data on transport missions of own shipping department and external customers-plans of takeaway delivery drivers, plans for distribution of commands and backloads
 - Planning of the rides, figuring out the most interesting combinations to yield
 - Assessment of profitability of contracts and advising expedition to charter solution in case of non-profitable commands
 - Publishing of non profitable freights to third parties: price and on Teleroute (System)
 - Search for backloads on Teleroute for trucks without backhaul
2. Operational management of the drivers so that they perform the transports in the most optimal way.
 - Drawing up a transport planning and route planning, deployment of suitable means of transport, taking into account nature of command
 - Solving unexpected problems with drivers, equipment, etc. possibly in consultation with expedition
 - Handling customer complaints about deliveries, informing expedition
 - Maintaining contacts with customers, follow-up of the transports and solving problems
 - Ensure that the transport documents in possession of the correct drivers
3. Carrying out administrative work such as:
 - Keep track of transport files
 - Calculation of costs (including wait hours)
 - Review and processing of incoming invoices from subcontractors
 - Checkout of transports: calculating chartering and related costs
 - Inform customers or expedition about reckoning
 - Review and processing of incoming invoices from subcontractors

Job requirements

Knowledge level

- Expert knowledge:
 - Transport legislation
 - Means of Transport, trucks, distribution, interchange bridge,...
 - National and international road network
 - Transport planning
 - Regulations and legal transport documents
 - Customs Legislation
 - ADR provisions

General skills:

- **Computer science:** LES System, Word, Excel, Map-point, Timocom
- **Languages:** English
- **Communication skills:**
 - Area Manager Dispatching: Dispatching: reporting, consult
 - Colleagues: working together, consult, inform each other
 - Customers: focused telephony, inform, consult
 - Internal departments: for example Forwarding → consult, inform, problem-solving
 - Suppliers: discuss conditions, give instructions
 - Give instructions to drivers
- **Administrative skills:**
 - Create Files
 - Enter Data in the system for invoicing
- **Personality traits:**
 - Structured work attitude
 - Creative thinking (solution-oriented)
 - Self controlling
 - Reliable

Skills and work habits

- **Customer Focus**
 - Stay friendly even in case of problems
 - Always seek solutions in the interest of the client
 - Serve The customer, making work of his questions/complaints
 - Customer keys on satisfaction
 - Proactively inform Customers about delays/problem
- **Commercial skills**
 - Negotiate with subcontractors about the price
 - Search commercial/financial benefit for the company
 - Being alert for signals and see what is happening on the market

- **Stress resistance & flexibility**
 - Remain your calm and workability on stressful moments
 - Flexibility in changed circumstances
 - Respect deadlines
 - Flexible adjustment or change of approach in case of time pressure
 - Determine priorities, separating head and side issues

- **Cooperation Skills**
 - Smooth cooperation with team members and colleagues, internal and external with Customers/subcontractors/drivers
 - Jumps in and provides assistance to colleagues if necessary
 - Sharing consultation and information between colleagues

- **Organization & Planning**
 - Making an efficient work schedule
 - Determine Priorities
 - Able to separate main and side issues
 - Short term vision
 - Respect deadlines
 - Take action in a timely manner if a deadline is not reached

- **Order & quality oriented**
 - Files up to date, in order and documented
 - Check files for errors
 - Keep info up to date in relation to colleagues and customers

Performance indicators for the function

- Maximum occupancy of material and personnel
- Efficiency of transport orders
- Assignments according to the wishes of the customer
- A good collaboration with team members and external services
- Magnifying en follow up your customers files
- Have a “yes we can” vision and attitude

Opportunities to grow in this function

- Junior Dispatcher → starting employee, works under supervision of a Dispatcher and/or Senior Dispatcher
- Dispatcher → after ± 3 years, fully integrated and autonomous, can work without supervision
- Senior Dispatcher → has years of experience, supervises young/starting colleague's under supervision of the Area Manager and can when needed giving back-up for his AM in case of absence.

See annex for work instructions