

JOB DESCRIPTION	Full Time - Non Exempt
EEOC Code #51 Dispatcher	Work Week: The standard work day is eight hours per day, five days per week with the standard work week being Monday through Sunday.

REPORTS TO: Operations Manager

JOB SUMMARY:

Primarily responsible for the dispatching and safety of company drivers, crew members, and equipment. Also responsible for the paperwork associated with the drivers, crew members and equipment. May be responsible for answering phones, giving information to callers and setting up appointments.

SPECIFIC RESPONSIBILITIES AND DUTIES:

Daily dispatching - schedule work assignments of drivers, helpers, and warehouse personnel. Coordinate use of all branch vehicles and equipment.

Responsible for the accuracy and thoroughness of paperwork as submitted by drivers and crew members. This paperwork includes, but is not limited to, daily timesheets, inventories, driver tickets, inspections sheets, trip reimbursements as requested, etc.

Responsible for becoming aware of and maintaining compliance with all state and federal regulations and guidelines.

Must have a thorough knowledge of safety procedures and policies set forth by Bekins Northwest. Is responsible for monitoring the safety of the drivers, crew members and vehicles.

Responsible for daily vehicle and equipment safety inspections and records.

Must know all moving equipment and proper uses for each including dollies, four-wheelers, lift-gates, piano boards, walk-boards, etc.

Provide and maintain superior customer service with employee training appropriate scheduling designed to meet the customer's needs, and with timely and adequate communication with customers.

Responsible for scheduling and monitoring regular and "as needed" vehicular and equipment maintenance and repair with third party maintenance/repair facilities.

May include operation of company equipment if qualified.

May include working at or monitoring at a job site if needed.

May include various office clerk duties.

All other duties as assigned.

WORK SITUATIONS:

Variety of duties - work in situations that involve frequent changes of tasks using different techniques, procedures, or degrees of attentiveness without loss of efficiency or composure.

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Dealing with people - work situations that involve interpersonal relationships in a job setting beyond giving and receiving work instructions.

Making judgments and decisions - work situations that involve solving problems, making evaluations, or reaching conclusions based on subjective or objective criteria, such as the five senses, knowledge, past experiences, or factual data.

Speaking/signaling - talking with or signaling people to convey or exchange information. Includes giving assignments and/or directions to drivers and crew.

SPECIFIC SKILLS, KNOWLEDGE OR EDUCATION REQUIRED:

Ability to speak and write the English language at least at the high school level is required.

Ability to comprehend and implement oral instructions quickly.

Ability to perform mathematical calculations at at least a high school level.

Ability to effectively communicate instructions and ideas to employees and/or customers.

Have comprehensive understanding of moving and storage operations including being proficient at packing and loading.

Ability to understand and accept responsibilities as requested by management.

STRENGTH RATING: S - Sedentary to L - Light Work

ESSENTIAL PHYSICAL DEMANDS:

Each of these physical activities is essential to the job occasionally to frequently. Standing, walking, sitting, lifting, carrying, pushing, pulling, climbing, balancing, stooping/bending, reaching, handling and feeling

Seeing is essential to the job. Seeing is defined as obtaining impressions through the eyes of the shape, size, distance, motion, color, or other characteristics of objects. The major visual functions needed are:

- (1) Acuity far - clarity of vision at 20 feet or more.
Acuity near - clarity of vision at 20 inches or less.
- (2) Depth perception - three dimensional vision. The ability to judge distance and space relationships as to see objects where and as they actually are.
- (3) Field of vision - the area that can be seen up and down or to the right or left while the eyes are fixed on a given point.
- (4) Accommodation - adjustment of the lens of the eye to bring an object into sharp focus. This item is especially important when doing near-point work at varying distances from the eye.

Talking is essential to the job. Talking is defined as the ability to express or exchange ideas by means of the spoken word.

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Hearing is essential to the job. Hearing is defined as the ability to perceive the nature of sounds by the ear.

ENVIRONMENTAL CONDITIONS: Occasional exposure to outside weather conditions.

NOISE INTENSITY LEVEL: Moderate

I understand the description of the job and the essential functions as stated above. I am able to perform the essential functions of this job with or without reasonable accommodation. I also understand that all of the duties are not described above and that I will perform those above and other related duties as directed by my supervisor and management.

Signature: _____ *Date:* _____

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