



Position: Dispatcher

Key Responsibilities:

- Plan routes and driver schedules
- Schedule staff and dispatch drivers to appropriate locations according to customer requests/orders
- Manage communication with drivers and ensure adherence to established processes and safety requirements
- Actively monitor work in progress and manage driver productivity
- Perform order entry/updates in shipping software and communicate with customers
- Investigate and resolve escalated orders and solve operational challenges as they arise.
- Co-ordinate activities with other work units or departments
- Review, prepare and submit reports related to business KPI's and customer requirements
- Support the Field Coordinator to arrange training for staff, and vehicle maintenance
- Ensure accuracy of completed time sheets, payroll and other summaries
- Maintain vehicle audits, operator work records, and submit fuel purchase receipts
- Track and Trace drivers and vehicles when required and communicate with various stakeholders.
- Recommend and implement appropriate action plans for process improvement.
- Perform other duties as assigned.

We offer:

- Full time hours
- Day shifts - with on call responsibilities
- Competitive salary based on experience
- Health insurance options available
- Dental care
- Disability insurance
- Extended health care
- Life insurance
- Vision care
- Paid time off and holidays
- Opportunities for advancement within the company
- On-site parking
- Micco company and partner discounts

Requirements:

- Minimum high school diploma or equivalent.
- 6 months to 2 years dispatch experience. Courier or service related fleet dispatch is preferred.
- Excellent written and verbal communication skills and the ability to effectively deliver written and/or oral instructions while assisting drivers on the road.
- Problem-solving skills and high attention to detail.
- Able to prioritize, set goals, and accomplish tasks with limited supervision.
- Intermediate computer software skills.



- Knowledge of safety & compliance regulations, applicable laws and transportation standards.
- Strong geographical knowledge of HRM and Nova Scotia.
- Excellent customer service and leadership skills.

Job Type: Full-time