

DUNAVANT SEA LANE EXPRESS, LLC JOB DESCRIPTION Title: <i>Dispatcher (John DOE)</i>	Job Description # DRAFT
	Revision
	Effective Date

1.0 Position Summary

Develop and implement all dispatch operations for customers in the Memphis terminal.

2.0 Reporting

Reports to Terminal Manager, Dunavant Sea Lane Express, LLC works **8AM -5PM**
Current FLSA Status: Non-Exempt
HR FLSA Status Recommendation: Non-Exempt

3.0 Essential Functions, Job Duties, and Responsibilities

- (1) Ensures containers are dropped in accordance with customer needs and/or requests.
- (2) Pre-dispatches the afternoon before for early morning deliveries.
- (3) Monitors last free day and return dates to avoid charge-backs to company and/or customer.
- (4) Dispatches all drivers to/from container yard.
- (5) Quotes rates (does not negotiate).
- (6) Performs the yard check containers on the yard.
- (7) Checks containers and chassis as they enter/leave the yard.
- (8) Works any problems on the yard.
- (9) Notifies M&R of any maintenance issues and receives work order from M&R for repairs.
- (10) Assists in recruitment and retention of drivers; maintains team balance (miles/trucks).
- (11) Provides customer service as needed.
- (12) Enters information into several computer programs, to include: TMW, Outlook.
- (13) Currently this position does not act as back-up for anyone.
- (14) Back-up for this position is the Terminal Manager Trainee and Driver Settlements/Safety Clerk on specific issues.
- (15) Performs all other duties or projects as assigned.

4.0 Education and Experience Requirements

Associate’s degree (AA) from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

5.0 Minimum Skills, Knowledge, and Ability Requirements

- (1) Computer skills – Proficient in Microsoft Word, Excel, and Windows.
- (2) Ability to read and comprehend simple instructions, short correspondence, and memos.
- (3) Ability to write simple correspondence and to effectively present information to

customers, clients, and other employees of the organization.

- (4) Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's.
- (5) Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- (6) Ability to comprehend 24-hour clock system.
- (7) Ability to collate time/distance scheduling for 24/7 operation.
- (8) Ability to define problems, collect data, establish facts, and draw valid conclusions.
- (9) Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

6.0 Work Conditions, Physical and/or Mental Requirements

- Sedentary physical activity requiring reaching, lifting, finger dexterity, grasping, feeling, repetitive motions, talking, and hearing.
- Visual requirement is for close vision, distance vision, peripheral vision, and ability to adjust focus.
- 90% or more time is spent looking directly at a computer.
- Employee is frequently required to stand, walk (or otherwise be mobile).
- Employee is frequently required to lift and carry a minimum of 10 pounds.
- Ability to deal with stressful situations as they arise.

Duties are primarily performed in an office environment. Minimal physical effort is required. Lifting and carrying requirements of up to 15 pounds. Occasional or frequent ability to move boxes from one location to another.

These physical and/or mental requirements are not exhaustive, and additional job-related requirements may be added by the Company on an as-needed basis. Reasonable accommodations, where required by law, will be made to enable individuals with disabilities to perform the essential functions of this position.

7.0 Acknowledgement:

I have read, fully understand and agree to the responsibilities and requirements outlined in this job description. I have discussed what needs to be accomplished with my supervisor(s) and intend to fulfill my commitment to the Company to the best of my abilities. The Company reserves the right to change and/or modify the essential functions, duties, and responsibilities, of this position at any time. I understand that my employment is at-will and nothing in this job description alters that status.

Signature

Date: _____

Printed Name

*** Definitions/Acronyms:**