



## Position Description

**Position Title:** TTL Dispatcher

**Work Location:** Nisku

**Department:** Tanklines

**Title of manager this position reports to:** TTL Transportation Supervisor

**Positions reporting to this role:** Dotted line report – Drivers, Contract Lease Operators

**Work Rotation (if applicable):** Schedule consists of 3 repeating rotations; 5 days on 2 off \* 5 days on 3 off \* 7 days on 6 off

**Work Days / Hours:** Rotation starts on a Monday – Office hours are 8:00 AM – 5:00 PM (shared on call outside office hours)

**Purpose of Role:**

Ensure trucks are dispatched in a timely, safe and efficient manner and to provide quality service.

### CORE RESPONSIBILITIES

- Co-ordinate and dispatch trucks to fill customer orders;
- Accurately record loading information as loads are picked up;
- Track truck locations throughout the day, ensuring drivers are still on schedule with their designated routes;
- Shared responsibility for “on-call”;
- Set up load allocations as per customer requests;
- Assist with incident/accident reports called in by Drivers and determine the appropriate course of action.

### REQUIRED QUALIFICATIONS, WORK EXPERIENCE, SKILLS

- Minimum three years in the Transportation Industry, previous tanker dispatch experience an asset.
- Strong planning and organization skills;
- Ability to quickly and accurately assess a situation and react accordingly;
- Positive attitude and excellent customer service skills;
- Ability to multi-task and prioritize in a fast paced environment;
- A team player that shows initiative;
- Knowledge of Motor Transport Regulation and Act;
- Computer literate. Sound knowledge of MS Office, particularly Excel.

### PHYSICAL REQUIREMENTS / WORK CONDITIONS

- Office environment. Long hours sitting and using office equipment and computers.
- Flexible, adaptive to changing work paces, and able to work under stress.

This Position Description In No Way States Or Implies That These Are The Only Core Responsibilities To Be Performed By The Employee Occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor. All safety sensitive positions will require pre-employment drug and alcohol screening.