



Ваш надійний помічник

Dispatcher

📍 Київ, 🕒 17 листопада 2023

Компанія: [LED Trucking Inc.](https://jobs.ua/company/id/1633261) (<https://jobs.ua/company/id/1633261>) ([Bci вакансії](#))

Рубрики: [Логістика, доставка, склад](#)

Побажання до співробітника

Освіта: повна вища
Досвід роботи: від двох років
Графік роботи: віддалена робота

Опис вакансії

LED Trucking Inc. is seeking a highly motivated and sales-oriented Dispatcher to direct the day-to-day route operations and report to the Dispatch Managers. This work is done in compliance with the procedures defined by the client and in conformance with company procedures. Dispatch duties involve daily communication and interaction with drivers and brokers. Dispatch must also organize and conduct activities to assure safe, cost-effective, on-time operating performance. Candidate must be bilingual in English and Russian/Ukrainian. This is a fully remote position. This position reports directly to the Head of Sales.

Job Responsibilities:

- Takes client calls and communicates issues with drivers and Dispatch Managers as appropriate
- Monitors telephones and on-road provision of service for quality
- Selling loads for owner operators
- Develops the business by establishing contracts for a repeat pipeline of business
- Responsible for influencing positive employee morale and quality customer service
- May assign trips to drivers to assure adequate disbursement of trips between all assigned routes
- Monitors daily system performance and logs sales
- Participates in analysis and review of operating performance
- All other duties, as assigned

Talent Requirements:

- Recent 2 years previous Dispatcher (sales) experience required (US market)
- 1 year of Customer Service experience is preferred
- High School diploma or equivalent required. Bachelor's degree preferred
- Required to have consolidation and partials experience
- Ability to handle multiple tasks simultaneously and maintain composure under pressure in a fast paced environment
- Demonstrate a high customer service commitment
- Strong communication skills and ability to demonstrate professional phone etiquette
- Ability to keep cold mindset in stressful situation
- Demonstrate excellent time-management skills, analytical skills, and technical expertise.
- Ability to distinguish FRAUD
- Strong negotiating skills and sales' mindset/approach
- Knowledge of specific cooperation with own operators
- Knowledge of DAT, Truckstop platform is a plus
- Knowledge of the service area is a plus
- Must be bilingual in English and Russian/Ukrainian

This role is required remote work from Monday- Friday: 5:00 am PST - 2:00 pm PST in Sacramento time zone (flexibility to work on weekends)

Контактна інформація

Контактна особа: ЛюдмилаПашкова