https://jobs.ua/job-dispatcher-for-a-canadian-trucking-company-3848276

Ваш надійний помічник

Dispatcher for a Canadian trucking company, 54000 грн.

Івано-Франківськ, 5 червня 2025

Компанія: Стах Мар'ян Васильович (https://jobs.ua/company/id/1640650) (Всі вакансії)

Рубрики: Логістика, доставка, склад

Побажання до співробітника

Освіта:	повна вища
Досвід роботи:	обов'язковий
Графік роботи:	повний робочий день

Опис вакансії

Company name: Transam Carriers Inc (www.transamcarriers.com).

Location: Remote (Toronto time zone)

Schedule:

Monday to Friday, 9:00 AM – 6:00 PM (Toronto time) – at start

Monday to Friday, 9:00 AM – 4:00 PM (Toronto time) – later

As a Dispatcher at Transam Carriers Inc., your primary responsibility is to coordinate the movement of freight and managing communications between drivers, customers, and internal teams. This includes load planning and assignment, driver communication and support, customer coordination, tracking and documentation, problem solving, regulatory compliance.

Key Responsibilities:

- Schedule and dispatch trucks and shipments with goal to book the timeliest service possible.
- Direct and coordinate pick-up and delivery of shipments.
- Negotiate rates and other terms of service
- Provide accurate directions and instructions for pickup and delivery services.
- Schedule, dispatch, and monitor resources (human or material)in transit and locations according to written schedules, customer orders and requests, specializations or needs, or as required by emergency situations.
- Relay work orders to drivers, messages, and exchange information using a variety of communication devices, including computer-aided, and dispatching software and equipment.
- Record customer’s order information into the dispatch operating system; verify accuracy of order, ensure customer is aware of any special requirements noted on the bill of lading (i.e. deliver at 7 am on a special date. (standard procedure)
- Implement and communicate company policies and procedures related to dispatch activities and health and safety regulatory requirements.
- Determine, implement compliance with Laws, Regulations, and Standards: Highway Safety Codes, Environmental and Occupational Health and Safety Regulations, Canada Labour Code, CTPAT requirements. Ensure and promote compliance among drivers.
- Oversee all communications within specific geographic areas.
- Communicate effectively by providing clear and concise information, explanation, and direction; confer with customers and drivers to address questions, challenges and/ or requests.
- Manage conflicts and issues with customers: advise internal and external customers of unforeseen delays in a timely manner (It is a Standard Procedure to continuously review drivers’ GPS position and Hours of Service (HOS) and to assess if the call to customer is required)
- Maintain regular communications with drivers: provide drivers with trip information and documents; dispatch drivers, troubleshoot problems causing delays, coordinate emergency response efforts when required
- Monitor drivers: Ensure compliance with Transam Policies, Laws, and Regulations; recognize signs of issues such as late arrivals, elevated speeds; monitor drivers on Hours of Service, ensuring compliance.
- Oversee drivers: Build a motivated group of drivers: demonstrate empathy and understanding of drivers’ needs, and whenever

possible meet he needs of drivers.
- Resolve conflicts among drivers: Apply active listening skills; respect the opinion of all individuals involved; Utilize effective problem solving and negotiation skills to resolve conflicts at all times.
- Assist in cultivating business opportunities among existing and potential customers.
- Plan trips, identify shipments to be booked, while balancing demand and capacity (find loads when needed to reduce driver wait times).
- Track shipments from pickup through delivery for accurate, up-to-date information can be provided regarding any shipment
- Ensure customer satisfaction: encourage drivers to demonstrate professionalism with customers. It is an IMPORTANT action/ standard to provide calming influence for drivers when required.
- Facilitate continuous improvement of customer service and maintain confidentiality of customer information.
- Record and maintain dispatch files and records in a timely manner.
- Use various computer applications and databases and obtain and apply computer-generated information to dispatching activities.
- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards (when known)
- Monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.
- Monitor and keep accurate records of equipment and materials, such as trucks, trailers, seals, and other, in accordance with company policies and procedures.
- Forecast potential problems and opportunities: maintain communication with drivers to foresee potential issues
- Match human resources to shipments: Recognize and respect physical limitations; work within Hours of Service (HOS) guidelines; inform drivers of routes and schedules
- Optimize Fleet Utilization: Know when trucks are available; keep trucks moving by matching delivery time with next pickup time;
- Ensure planning contributes to profit/ competitive edge: minimize empty kilometers (properly plan for revenue/ kilometer); utilize routing, mileage and mapping software while exercising initiative and resourcefulness
- Receive and respond to requests for emergency assistance or service from dispatched resources.
- Meet regularly with department members and management to facilitate resolution of problems and issues;
- Maintain accessibility outside business hours.
- Manage a real-time transportation database reflecting rates, equipment, origin/destination pairs, fuel surcharges, carrier insurance, etc.
- Receive and process transportation requirement requests from customers.
- Maintain records of mileage, fuel use, repairs, and other events and expenses, and generate reports.
- Pursue continuous learning activities: attend training sessions and workshops
- Enhance the organization’s reputation by always maintaining professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner.
- Performs other duties as required

Requirements, Hard Skills:

- Strong proficiency in Microsoft 365 (Outlook, Excel, Teams, etc.)
- Experience with software/portals
- Ability to analyze documentation and resolve discrepancies quickly
- Familiarity with U.S. and Canadian market
- Proficient in using software like Transportation Management Systems for dispatching, route planning, and load tracking.
- Experience with GPS systems and tools to optimize routes and reduce fuel and time costs.
- Hours of Service (HOS)
- Vehicle weight limits
- Licensing and permits
- Using load boards to find and assign loads.
- Accuracy in entering load information, driver logs, delivery times, and other essential details in spreadsheets or databases.
- Skilled in using phones, email, two-way radios, and chat systems for real-time driver and client communication.
- Ability to understand basic truck maintenance issues to assist in breakdown situations or relay information to service providers.

Requirements, Soft Skills:

- Dependable, proactive, and collaborative in a remote or hybrid team environment
- Clear and effective verbal and written communication with drivers, customers, and team members.
- Ability to listen actively and convey instructions concisely.
- Quick thinking to handle unexpected situations like delays, breakdowns, or missed deliveries.
- Ability to resolve conflicts and find the best solutions under pressure.
- Managing multiple calls, schedules, and updates at the same time without losing focus or making errors.
- Prioritizing tasks and making quick decisions to ensure timely deliveries and pickups.
- Keeping calm under pressure, especially during high-demand periods or emergencies.
- Maintaining professionalism with drivers and clients even in difficult situations.
- Ensuring accuracy in route planning, data entry, and compliance tracking to avoid costly mistakes.
- Working closely with drivers, other dispatchers, logistics staff, and customer service reps.
- Supporting team goals while managing individual responsibilities.
- Maintaining a friendly and professional demeanor with clients.
- Handling complaints or requests with patience and a focus on satisfaction.
- Adjusting to changes in load assignments, weather, traffic, and last-minute client requests without losing efficiency.
- Making informed decisions quickly, often with limited information, to keep operations running smoothly.

Qualifications:

- Post-secondary education preferred
- Minimum 1 year of experience in logistics, or freight-related role
- English: Upper-intermediate level (B2 or higher)
- Typing speed: Minimum 50 WPM
- Mathematical reasoning, a degree in business, economics, commerce.
- Good with numbers, tables.

Контактна інформація

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