

Careers in the Supply Chain

DISPATCHER

National Occupational Classification Code – 1475

Alternative Titles:

- transportation dispatcher
- inbound/outbound freight coordinator
- mobile equipment dispatcher
- truck dispatcher
- warehouse crew dispatcher



Industry Description

Dispatchers operate radios and other telecommunication equipment to dispatch vehicles and to co-ordinate the activities of drivers and other personnel. They are employed by warehouse, transportation companies, and other industrial establishments.

General Job Description

Dispatchers co-ordinate the activities of drivers and other personnel. They process and transmit information and instructions to co-ordinate the activities of vehicle operators, crews and equipment, using a variety of computer-aided communications and dispatching equipment.

Job Functions

Dispatchers perform some or all of the following duties:

- Create daily dispatch schedules for loads going to distribution centres or to consolidation centres, and assign appropriate carriers.
- Build loads by arranging for multiple vendors on each load and assigning the appropriate carriers for pick-ups to the distribution centres.
- Enter purchase orders into the transportation information management system, ensuring accuracy of information.
- Book carrier appointments to ensure inbound carriers are at the proper destinations and the right time.
- Coordinate the backhauling of loads, ensuring that emptied trailers in local vicinities are reused for pick-ups.
- Check and track load arrivals and departures on a daily basis, and investigate missed deadlines for resolution.
- Train new team members on all departmental policies and procedures.
- Enforce safety procedures, such as monitoring driver reports to ensure equipment safety.
- Analyze transportation-planning opportunities to reduce transportation costs.
- Review, analyze and calculate orders in advance of release. Release orders on a timely basis to adhere to customer shipping standards.
- Liaise with carriers, vendors and sites for day-to-day inquiries as well as tracking and tracing orders.

Physical Demands Analysis

- Good-to-excellent physical condition
- Manual dexterity
- Ability to get along well with others
- Good communications skills

Position Expectations:

Essential Skills	
Reading Text	2
Document Use	2
Computation	3
Writing	2
Oral Communication	2
Thinking Skills	2
Working with Others	2
Computers	2
Continuous Learning	2

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = high

Salary Range

Visit Working in Canada, at <http://workingincanada.gc.ca/welcome.do?lang=en>, to get current information about this position, including salary information.

Pre-employment Skills

- Completion of secondary school is required.
- Police and emergency dispatchers are required to complete formal on-the-job training. Other dispatchers usually undergo some informal on-the-job training.
- Radio operators and police and emergency dispatchers usually require provincial radio operator's certificates.

Find information about supply chain-related educational offerings across Canada in the CSCSC's education compendium, at <http://www.supplychaincanada.org/en/education-information>.

Career Levels/Years of Experience

Career Levels	Position	Average Experience	
		From	To
10	Site Manager	7 years	
9	Operations Manager	5 years +	
8	Cross Functional Training	4 years +	
7	Area/Department Manager	4 years +	
6	Manager Trainee	4 years	
5	Team Leader (Supervisor)	3 years	
4	Team Leader Trainee	2 years	4 years
3	Cross Functional	1 year	3 years
2	Clerical	3 months	3 years +
1	Dispatcher	3 months	1 year+

References

- NOC (National Occupational Classification Codes), Government of Canada – <http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>
- Essential Skills – <http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml>