**Dispatcher**

**Job Summary:**

The Dispatcher is responsible for supporting the Project Coordinators throughout the planning and execution of the project lifecycle. This person will also monitor inventory levels and timely assist our customers to ensure that products are received and delivered with accuracy and efficiency.

**Duties/Responsibilities:**

* Work closely with Project Coordinators to make sure company and departmental goals are met.
* Schedule deliveries and customer pick-ups to ensure we are operating as efficiently and profitably as possible.
* Knows and ensures compliance with all La DOTD and OSHA laws pertaining to deliveries (strapping, ELDs, dunnage, oversized loads, etc.).
* Ensures the accuracy and completeness of all files, prints, delivery schedules, and tasks of assigned projects.
* Communicate with contractors and vendors via phone and e-mail to obtain clarification on schedules and discuss available options.
* Communicate with the Operations Sales and Quality Control, departments informed regarding any requests or changes by customers regarding shipping matters.
* Managing the delivery workload and maintaining the pace set by both our internal and external customers.
* Assist with Walk-in and Call-in orders fulfilling the needs of our customers.
* Inspect delivery loads for accuracy and completeness.
* Issues Purchase Orders for out-freighters scheduled for deliveries.
* Daily enters delivery details, costing, and errors into the Delivery Tracking spreadsheet.
  + Daily provides a schedule to the Shipping department for next-day loads by 11 AM.
  + Emails spreadsheet at the end of each month for executive review.
* Returns all customer phone calls with a sense of urgency (in one hour or less).
* Provides timely and accurate quotes from standard price book items and grease traps
* Perform other duties as assigned.

**Required Skills/ Abilities:**

* Self-motivated, helpful and positive attitude
* Strong organizational and planning skills
* Able to multi-task at any given time and provide attention to accuracy and detail
* Excellent communication skills; both oral and written
* Customer service oriented

**Physical Requirements:**

* Largely a sedentary role with frequent standing and walking due to frequent trips to the plant to check the inventory or products
* Occasionally required to stoop, kneel, crouch, or crawl.
* Must frequently lift and/or move up to 25 pounds.
* Specific vision abilities required by this job include vision, distant vision, color vision, depth perception, and the ability to adjust focus.

**EEO Statement:**

Gainey’s is an equal-opportunity employer. Gainey’s does not tolerate discriminating based on race, national origin, color, religion, sex, sexual orientation, disability, age, veteran status, genetic information, or any other characteristics protected by law. Equal opportunities are extended to all terms and conditions and privileges of employment as well as the use of all company facilities participating in all company-sponsored activities and employment actions such as promotions, compensation, benefits, and terminating employment.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, GCP Dispatch Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, VP Sales & Marketing Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_