**Reports To:** General Manager

**Hours:**  Monday – Friday 5:00am-8:00pm with Saturdays 6:00am-2:00pm

**SUMMARY**

The Dispatch position is located in Bismarck, ND. Hours are Monday-Friday. Hours can range from 5:00am to 8:00pm (or times within these hours of operation). This position is subject to seasonal lay-off. Reports to Operations Manager

**DUTIES**

* Confers with plant production and yard personnel to establish delivery schedules according to factors such as truck capacities, distances to delivery site, and unloading time.
* Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
* Prepares delivery tickets, and related shipping documents and assigns drivers for scheduled deliveries.
* Schedule and dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.
* Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.
* Maintains contact with drivers to expedite deliveries.
* Monitor personnel or equipment locations and utilization to coordinate service and schedules.
* Takes all phone calls for ready mix concrete and construction material orders.
* Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
* Handles all walk-in customers.
* Receives cash payments for shipments from drivers and prepares reports of cash and charge sales.
* Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
* Data entry duties as assigned
* Other duties as assigned.

**JOB SPECIFIC REQUIREMENTS**

* Previous dispatch and customer service experience in the equipment rental /construction industry and/or related field preferred
* Proficient in Microsoft Office applications (including Outlook, Excel, and Word)
* Display a professional and courteous attitude to co-workers, supervisors, and the general public at all times.
* Demonstrated ability to work to a high standard of quality and efficiency to meet customer expectations, timelines, and company project goals
* Must possess excellent verbal communication both in person and on phone
* Demonstrated effective organizational skills, with strong attention to detail.
* Ability to stand or sit for long periods

**Standard Requirements**

* Demonstrated commitment to safety as expressed in JMAC Resources corporate value *People First, Safety Always*
* Valid US issued driver’s license with a good driving record
* Ability to pass background and drug and alcohol tests
* Availability to work long hours, including nights, weekends, and holidays as required
* Ability to work safely in all types of weather
* Timely and regular attendance is an expectation of performance for all JMAC Energy Services employees. Employees will be held accountable for adhering to their workplace schedule.
* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
* Ability to speak effectively, in English, to customers or employees of organization.
* Ability to work independently and in a group or team environment
* The employee must have the ability to lift and/or move more than 50 pounds
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
* While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl.
* Specific vision abilities required by this job include distance vision, peripheral vision, and depth perception.

**EMPLOYEE ACKNOWLEDGEMENT**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Acknowledge Review of This  *(Employee’s Name - PRINT Name)*

Job Description.

Employee’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_