

Job Title: Dispatcher/Customer Service Rep.

Reports To: Dispatch Manager

FLSA Status: Non-Exempt

Job Code: 21

Division/Dept.: Dispatch

Approved By/Date:HR Dept. 03/22/07

### **SUMMARY:**

Answering phones in a fast-paced call center environment. Writing concrete orders and dispatching a fleet of delivery trucks in a Ready Mix operations environment.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Answers all incoming phone calls for the Company.
- Accepts orders for concrete deliveries and coordinates delivery times with customers.
- Assists customers in selecting appropriate quantities, mix designs, add mixtures and strengths of concrete products.
- Adjusts delivery schedules as needed to maximize productivity and minimize delays and disruptions in deliveries.
- Daily communication with Plant Operators, others in Dispatch, Quality Assurance, Sales, Accounts Receivable and Management to address customer issues.
- Perform all duties in conformance to appropriate safety and security standards.
- The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
- The essential duties and responsibilities contained herein describe the scope of this position but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

### **SUPERVISORY RESPONSIBILITIES:**

None.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- General knowledge of characteristics and production requirements of concrete products.
- Working knowledge of the geography and city streets within the plant service area to efficiently direct concrete delivery professionals.

- Ability to read maps.
- Understanding of Ready Mix operational practices and policies.
- General knowledge of using computer programs for data entry and tracking, fax machines and Nextel phones.
- Good communications skills for radio, telephone and face-to-face interaction with internal and external customers.
- Ability to become proficient in specific dispatching and tracking software (Command Alcon) is required.
- Ability to work in a team environment and maintain effective working relationships with all levels of staff and management.
- Ability to work well under pressure, remaining composed and professional.
- Ability to work in a fast-paced environment, prioritize and manage multiple assignments and meet tight deadlines.
- Ability to read, write clearly and verbally communicate in English.
- A minimum of 40 hours per week is required to fulfill this position. However, it is anticipated that the demand of the job will require the Dispatcher/Customer Service Representative to be involved more hours than those stated above including weekends in order to meet schedules and deadlines. Must have the ability to work flexible hours.

#### **QUALIFICATIONS, EDUCATION & EXPERIENCE REQUIRED:**

- High School Diploma or GED required.
- 1 year of related experience preferred.
- 2 years experience in Ready Mix operations as dispatcher or call center environment or an equivalent combination of training and related experience preferred.

#### **ORGANIZATIONAL (AND OUTSIDE) RELATIONSHIPS:**

Communicate with Shippers, Management and customers.

#### **WORK ENVIRONMENT:**

Working in a call center environment. Open staff room with constant activity and interaction with cross-functional divisions, departments, and sections. Must be able to effectively change tasks at a moment's notice when the situation requires.

**PHYSICAL DEMANDS / REQUIREMENTS:**

**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

	(0-33%)	(34-66%)	(67-100%)
1. Standing	X		
2. Walking	X		
3. Sitting			X
4. Lifting (weight 10 lb)	X		
5. Heaviest Weight Lifted (20 lb)	X		
6. Carrying (weight 10 lb)	X		
7. Heavy Weight Carried (20 lb)	X		
8. Pushing/Pulling	X		
9. Weight Pushed/Pulled (20 lb)	X		
10. Climbing	X		
11. Balancing	X		
12. Bending/Stoop	X		
13. Crawling	X		
14. Reaching	X		
15. Reach Above Shoulder	X		
16. Work Above Shoulder	X		
17. Walk on Uneven Ground	X		
18. Fine Manipulation	X		
19. Gross Manipulation	X		
20. Simple Grasping	X		
21. Power Grip	X		

22. Hand Twisting	X		
23. Twisting of body	X		
24. Kneeling	X		
25. Crouching	X		

**The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.**

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**