

Company: Buckeye Ready-Mix

Job Title: Dispatch Manager

Employee Name: _____

Department: Customer Service

Status: Salaried

Job Summary:

The Dispatch Manager at Buckeye Ready-Mix will oversee all operations related to customer service, dispatch, and scheduling, ensuring efficient use of resources and timely, high-quality service. This role is crucial for maintaining customer satisfaction and operational efficiency. The Dispatch Manager will lead a team of dispatchers and customer service representatives, working closely with internal departments (sales, operations, QC, and fleet management) to provide seamless service while adhering to company goals and safety standards. It is essential to maintain a commitment to the company mission and vision through exemplary leadership style and with a strong focus on the core company values. Display a professional and courteous attitude to co-workers, customers and the general public at all times.

Key Responsibilities:

1. Team Leadership & Management:
 - Supervise the Customer Service / Dispatching team, including dispatchers and customer service representatives, ensuring company policies and procedures are followed.
 - Train and develop team members to ensure a high level of product knowledge, customer service skills, and operational proficiency.
 - Conduct regular performance reviews and implement continuous improvement strategies.
2. Customer Service & Communication:
 - Handle customer inquiries, issues, and complaints, ensuring a timely and effective resolution, and maintaining positive customer relationships.
 - Work directly with customers to clarify order details, provide updates, and ensure on-time delivery, educating them on company processes where needed.
 - Collaborate with the sales team to ensure customer expectations are met and exceed where possible.
3. Dispatch & Scheduling:
 - Oversee the scheduling of orders and manage daily truck and driver availability to ensure optimal service levels.
 - Monitor and adjust the daily dispatch schedule based on driver and plant availability, ensuring the most efficient use of resources.
 - Ensure compliance with all regulations, including hours of service for drivers, and maintain accurate records of all activities.
4. Operational Efficiency:
 - Ensure that all operational systems (dispatching software, fuel inventory, etc.) are utilized effectively, and data is entered accurately.
 - Maintain communication with the operations team to track inventory, cement orders, and materials needed for daily operations.
 - Maximize the efficiency of the customer service team and delivery system to minimize costs while meeting customer demands.
5. Collaboration & Coordination:

- Work closely with internal departments (e.g., sales, accounting, QC, fleet management) to ensure smooth coordination between customer service, production, and delivery.
 - Provide feedback on potential issues affecting service delivery, ensuring customers are informed ahead of time.
6. Safety & Compliance:
- Promote and ensure adherence to all company safety and environmental policies.
 - Oversee that the dispatch team maintains compliance with operational and regulatory standards.
7. Continuous Improvement:
- Develop and maintain KPIs for customer service performance, delivery efficiency, and team productivity.
 - Implement new strategies for improving service delivery, reducing customer complaints, and increasing overall efficiency.
 - Monitor call center metrics (e.g., call wait time, call duration, dropped calls) to maintain high customer service standards.

Qualifications & Work Environment:

- Five years of experience in customer service, logistics, or dispatch management.
- Strong leadership, communication, and organizational skills, with the ability to thrive in a fast-paced, high-pressure environment.
- Experience in managing a team, dispatching, and coordinating logistics operations.
- Ability to make sound decisions, solve problems efficiently, and maintain customer satisfaction under difficult circumstances.
- Proficiency in dispatching software and IT systems used in scheduling and reporting.
- Ability to operate office equipment (e.g., computer, phone system, fax machine, etc.).
- Work in an office environment with minimal physical demands.

Employee Initial & Date

Supervisor Initial & Date