



JOB DESCRIPTION

Position: Dispatcher
Supervisor: Operations Manager
Date Prepared: May 1, 2017
Approved: Human Resources Manager

SUMMARY DESCRIPTION:

The dispatching position schedules production and dispatches trucks in the most efficient way to utilize Hooper resources while ensuring all feed is delivered on time and per the customer's directions. The position will also help manage orders and invoicing in conjunction with customer service personnel. This will include the following:

- Routing bulk and bag deliveries for dispatching of deliveries
- Scheduling production requirements to meet the appropriate feed sequencing and flush requirements for delivery and dispatching
- Ensure hold-over is taken if bulk feed will not be delivered on time
- Assisting in answering phones when necessary
- Always use the proper PPE for the current situation and keep in good working condition
- Invoicing bulk shipments as they are completed and/or end of day
- Assisting in mill and transportation work as necessary and/or assigned
- Help ensure quality feed is delivered; if quality is an issue then re-scheduling production and delivery
- Maintain weekly retained feed sample bins
- Follow all Hooper Safety policies & procedures

QUALIFICATIONS & SKILLS:

- College degree in Ag Business and/or prior work experience preferred
- Must be able to manage multiple processes (multi-tasking) and not become complacent
- Proficiency in Word Processing, Spreadsheets and Database Management
- Excellent organization & documentation skills
- Great interpersonal and communication skills
- Exceptional desire to serve the customer, fellow employees & everyone that comes into contact with this position
- Perform any and all additional tasks given by management in safe efficient manner