

Title: Logistics Dispatcher

Reports to: Senior Logistics Service Representative

Location: Positions available in Thornton, CO

Full-time / Exempt Salary position

General Description & Expectations:

- Dispatch company controlled freight and support LSR's and SLSR
- Negotiating rates with customer and potential customers
- Meet or exceed margin expectations of 15% per load or greater
- Maintain billing accuracy of 98% or greater
- Processing customer orders
- Dispatch/coordinating between carrier drivers/dispatch and customers on load information
- Post freight on various load boards and call carriers to book loads
- Confirming/verify rate and credit information prior to dispatch
- Verify carrier is set up and meets RWI requirements (contracts/insurance)
- Follow company policy for processes and procedures
- Managing demurrage, detention, and other accessorial costs with customer and carrier
- Problem solve driver/carrier issues
- Carrier/customer retention
- Maintain on time Pick-Up and Delivery performance of 97% or better.
- Update/track carrier/driver location information every 4 hrs
- Maintain Carrier profile information
- Back up LSR positions

Work experience requirements/Skills:

- Accurate typing skills
- 3 to 6 years of Brokerage and 3<sup>rd</sup> party dispatch experience
- Transportation Experience/Knowledge
- Data Entry Experience
- Ability to coordinate high volume phone skills
- Work independently, Great Communicator & customer service skills
- Problem Solving/Investigation
- Computer experience, preferably with AS400/Excel/Word/PC/Miler
- Inside Sales Experience
- Filing/Copying

Education Requirements

- Minimum - High school diploma or GED