

Dispatch Manager Job Description

- Provide leadership and guidance to the dispatch team
- Monitor and report dispatch department performance statistics.
- Provide oversight for carrier scheduling and routing software implementation, including managing any necessary updates to ensure compliance with contract requirements
- Develop new programs as needed, such as shipment tracking solutions in coordination with accounting, analysis of system performance metrics, etc.
- Evaluate systems vendors, equipment providers (common carrier phone line providers), or other suppliers to assess potential impact on service level agreements
- Ensure that all dispatchers receive adequate training
- Maintain optimum use of the department's system equipment, including replacing or upgrading as appropriate
- Establish, monitor, and implement procedures for evaluating performance of employees
- Mediate problems and disputes between dispatch/route service personnel and customers as needed
- Ensure that department personnel adhere to all company policies concerning ethics, legal compliance, safety, customer service and environmental protection standards.
- Coordinate any necessary disciplinary action with the company's human resources department
- Ensure that the routing team has adequate hazard insurance to cover liability claims related to negligence or wrongful acts
- Oversee the routing team to resolve problems that may arise and ensure proper operation of the equipment used to schedule automotive carriers
- Ensure that all equipment is properly maintained and operational at all times, including workstation computers, printers, telephones and mobile communications devices

- Perform other duties as assigned by management.