

Freight Dispatcher Job Description

- Provide freight dispatch services to customers by coordinating shipments of goods from origin to destination
- Handle customer inquiries, complaints, and requests for special handling
- Assist with load planning and scheduling
- Monitor the status of incoming shipments
- Maintain accurate records of all shipments and their progress through the system
- Report any problems that may occur during shipment processing
- Ensure that freight bills are prepared and paid on time
- Work with other team members to ensure that all required documentation is completed
- Monitor and maintain inventory levels
- Keep track of all freight charges incurred
- Review invoices and make sure they are correct before submitting them to the accounting department
- Prepare reports and provide information to management regarding shipment activity
- Scan and enter cargo manifests into the computerized tracking system.