

Truck Dispatcher Job Description

- Receive incoming telephone calls from customers or dispatches to arrange transportation services
- Dispatch trucks to pick up or drop-off passengers at designated locations
- Monitor passenger requests and ensure they are satisfied
- Ensure that driver complies with company policy and procedure
- Assist drivers in any way possible (e.g. if there is an accident)
- Work with other departments such as sales and marketing to promote the business
- Deliver messages and documents to clients
- Complete all paperwork correctly
- Ensure that accurate records of customer service issues are Maintained
- Provide feedback to management regarding client satisfaction
- Make sure that the truck is ready to go when it's time to leave
- Keep track of fuel consumption
- Assist in the loading/unloading of cargo
- Monitor and report on safety procedures
- Respond to customer complaints
- Serve as a liaison between the dispatch office and the rest of the organization.