



## Job Description

**POSITION:**

Dispatcher

**ROLE:**

Reports directly to Transport Controller. Pick up and dispatch items to customers by verifying orders; inventory stock; maintaining company assets in good condition.

**RESPONSIBILITY:**

1. Responsible to meet daily delivery targets.
2. Arrange deliveries by checking parcels to determine inventory levels, anticipating delivery requirements, placing and expediting orders.
3. Deliver items by examining the items, destination, route, rate, delivery time and ordering carriers.
4. Deliver items only upon confirmation that payment had been made for COD cases.
5. Verifies items or parcels delivered by matching bills of delivering charges, reconciling quantities, noting discrepancies.
6. Keep customers informed by forwarding notice of item availability, delivery date and method, current status and answering questions.
7. Protect organization reputation by keeping internal process information confidential.
8. Examining vehicles before delivery and developing efficient driver schedules to maximize profits.
9. Maintaining the vehicle safe and clean condition at all time.
10. To perform other duties assigned by the management from time to time.

**QUALIFICATION & EDUCATION REQUIREMENT:**

1. Diploma level certificate or equivalent.

**PREFERRED SKILLS:**

1. Communication with the clients or customers must be in a clear clarity, concise and proper manner.
2. Communication skills: ability to listen, speak plainly and communicate effectively will be necessary.
3. Ability to multitask: dispatchers often move a lot of parcels around at the same time, manage route and allocate address.
4. Problem-solving skills: able to prioritize the most important situations and think quickly.