



**Arizona Materials**

# Hot Seat Dispatcher

## General Purpose

This position is responsible for the efficient use of company resources while delivering Ready Mix Concrete. You will be in contact with customers, drivers and plant personnel on a regular basis. You will experience heavy phone and radio usage. This position reports to the Dispatch Manager.

## Main Job Tasks and Responsibilities

- Dispatching trucks from various locations throughout the Phoenix Metropolitan Area, ensuring standards of service are met, while keeping overall costs in mind.
- Being in contact with customers. Advising them as to status of late deliveries, locating a job location for a driver, making changes to current orders and taking new orders.
- Being in contact with drivers. Advising them as to changes on their current delivery, helping them find a delivery location if the driver is having difficulty and getting feedback about job conditions.
- Being in contact with service representatives on the job site.
- Being in contact with plant personnel. Discussing strategies with the batch man to ensure timely loading of the trucks and proper trucking levels on orders.
- Being in contact with the shop. Being the facilitator between a driver with a truck issue and the shop.
- Verifying hours for the drivers payroll.
- Ensuring all D.O.T. & H.O.S. regulations are being followed and enforced.

## Skills & Qualifications

- Must be able to multi-task; phones, 2 way radios and the team you work with.
- Must be able to work in a high stress and fast paced environment without getting stressed or letting it affect your interactions with customers and co-workers.
- Proficiency with Windows Office products and a basic understanding of computer usage.
- The ability to discuss problems with customers and other employees in a constructive non-escalating way.
- The ability to think big picture and to formulate an action plan and put the plan into action.
- Must be able to read a map.
- Previous knowledge of dispatch, customer service or the construction industry a plus.
- Must be able to take direction and follow set procedures
- Must be self-motivated.
- Must be able to make decisions on their own within a limited amount of time.
- Schedule and shift flexibility. Overtime and Saturday availability may be required.

- The ability to sit or stand for long periods of time.

## **Compensation**

\*Competitive Wages

\*Employer Sponsored Health, Dental, Vision, and Life insurance benefits

\*Other benefits: Disability, Flexible Spending Account, 401k, Paid Vacation, Paid Sick Time, Paid Holidays, and Floating Holidays