



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