

# PIVOTAL RECRUITMENT

-THE KEY TO YOUR SUCCESS-

## Long Haul CAD Dispatcher

Our client is looking for a Long Haul CAD Dispatcher to join their team in Abbotsford, BC or Calgary, AB.

### **Key Responsibilities:**

- Planning and dispatching of highway units
- Ensure all billing and driver information is present to ensure orders are invoiced correctly and drivers are paid properly
- Respond to emails in a timely manner
- Communicate with drivers
- Customer service updates via e-mail or phone to ensure customers are apprised of all delays and issues.
- Scheduling pickup and delivery appointments for drivers
- Maintain an effective working relationship with other departments such as safety, sales, claims, loss prevention, customer care, and fleet services
- Maximize profitability by superior client service, retention of clientele, effectual and prompt communications as well as follow-up on pending matters with customers
- Ensure conformance with corporate policies and guidelines and varied regulatory requirements
- Ensure rules, directives and methods are followed
- Ensure safety procedures and programs are executed and maintained
- Answer phones as necessary

### **Skills & Qualifications:**

- College diploma or university degree is an asset
- Minimum of 5 years of FTL experience and be able to handle approximately 40 trucks in their lane
- Knowledge of reefer & dry van Freight
- TMW experience is an asset
- Knowledge of Dangerous Goods
- Previous logistics and dispatch experience
- Good oral and written communication skills
- Strong computer skills, particularly with Microsoft Office
- Good time-management with an ability to prioritize and multitask
- Must be a team player and work well with others
- Ability to learn a new software quickly