



POSITION / JOB TITLE: Dispatcher / Warehouse Supervisor

EEO CODE: 1.2 **DEPARTMENT:** Operations (#258)

FLSA: Non-Exempt **COC / SOC:** 002 / 11-1021

LOCATION: Brooklyn Park Manufacturing

IMMEDIATE SUPERVISOR: Plant Manager

POSITION SUMMARY: Perform Dispatch duties at Brooklyn Park Manufacturing including serving as primary contact with salespeople and customers for purpose of prioritizing and scheduling deliveries, transfers and returns. Also responsible for supervision, leadership, development and efficiencies of Drivers, Helpers and Warehouse staff to ensure prompt, safe, efficient completion of their duties.

ESSENTIAL FUNCTIONS:

1. Dispatch Responsibilities:
 - a. Supervise Drivers and Helpers in all functions of their jobs
 - b. Organize the flow of paperwork to ensure customer deliveries and returns are completed in a timely manner, and filed/documentated for future reference
 - c. Route deliveries to maximize fleet and labor efficiencies, while meeting commitments to customers
 - d. Determine and source delivery labor needs as required per workload
 - e. Communicate routinely with salespeople, operations and customers regarding all delivery inquiries and concerns
 - f. Administration of DOT requirements to include:
 - a. training and certification, log books, health cards & appointments
 - g. Maintain required information in BizTrack
 - h. Utilize and understand BizTrack program:
 - a. Input orders, access inventory information, track customer history
 - i. Transfer inventory between sites
 - j. Resolve driver related complaints and customer inquiries

2. Warehouse Responsibilities:

- a) Supervise Trim Shop staff and Forklift Operators in the areas of order pulling, processing returns, serving will-call customers, assisting drivers with loading trucks
- b) Coordinate the staging of Special Orders and manufactured finished goods for efficient loading of fleet
- c) Assist in coordination of inventory counts

3. Human Resources:

- a. Provide on-going employee feedback
- b. Administer personnel policies and procedures
- c. Build a team that aligns with company vision, values and operating principles
- d. Advocate and respond proactively to employee needs and concerns
- e. Participate and align with company sponsored leadership initiatives
- f. Support Payroll needs by tracking and reporting employee hours, time and attendance performance

4. Safety and Wellness

- a. Ensure equipment and tools are operated according to established safety standards and regulations and only after being trained
- b. Ensure proper use of all PPE's at all times and in all circumstances
- c. Offer suggestions to continually increase knowledge and awareness of Safety
- d. Assign and ensure complete all mandatory Safety Courses and training
- e. Support and promote safety and wellness initiatives, including
- f. Report all safety concerns, hazards, incidents and injuries, including follow-up to ensure employees with work restrictions are working within them.
- g. Follow ergonomically correct standards in the workplace
- h. General housekeeping of Dispatch and Millwork warehouse areas

EDUCATION& EXPERIENCE:

1. High school diploma or GED
2. Familiar with the layout of the Twin Cities & surrounding areas
3. 2 to 3 years leadership and Dispatch experience preferred

KNOWLEDGE, SKILLS & ABILITIES:

1. Ability to develop a knowledge of building materials and products
2. Ability to obtain information and prioritize the response
3. Leadership skills
4. Ability to problem solve and troubleshoot in all Operations and Dispatch areas
5. Ability to work under pressure, exercise good judgment and make sound decisions
6. Ability to accurately recall, identify and categorize information
7. Knowledge in: Microsoft Office, Outlook, Word, Excel and BizTrack
8. Strong written and oral communication skills
9. Effective organizational and time management skills

10. Knowledge of DOT requirements for commercial drivers
11. Ability to work with minimal supervision
12. Ability to maintain excellent performance and attendance record
13. Willing to work extended hours when needed

PHYSICAL DEMANDS:

1. Capability of handling high levels of pressure and stress
2. Sit for extended periods of time
3. Keyboarding required
4. Occasional lifting 50 to 100 lbs.

ENVIRONMENTAL DEMANDS:

1. Majority of work occurs in an office environment
2. Occasional exposure to outside temperatures

LICENSE / CERTIFICATE:

1. Valid Driver's License with acceptable driving record