Position Title: Dispatch Supervisor  
Department: Dispatch – Jacksonville

FLSA Status: Non-Exempt  
Supervisor: Manager of Dispatch Services

Pay Rate: $14.00-$14.50/hr.  
Working Hours: Rotating Hours between 6am – 8pm (M-F) – some weekend and holiday hours

Date Approved: 1/20/16  
Approver: Brian Daniel

Position Overview:
The Dispatch Supervisor will manage the timely dispatch, pick up, and delivery of every order SF&C handles in all markets, while also focusing on our client’s needs and SF&C’s industry leading standards for Customer Satisfaction. This position has Dispatch Coordinators as direct reports and is led by the Manager of Dispatch Services.

Primary Responsibilities:
- Be a reliable and dependable employee who shows up to work on regularly and understands the high level of responsibility and accountability demanded from our clients and from us as a company.
- Coach and train team members to improve performance.
- Perform lead and backup dispatch responsibilities.
- Manage the dispatchers for accuracy, client satisfaction, on-time results, and adherence to company policies.
- Manage drivers to meet on-time requirements and efficiency levels – meet company minimum on-time performance levels of 98.50%.
- Be proficient in all aspects of the CXT transportation management software system and run schedule each night.
- Track driver service failures and report to Manager of Courier Services for continuous improvement.
- Participate in the Peak trucking season.
- From time-to-time, perform on-call duties. Timely calls to transition to opening personnel.
- Rotate on a weekend / holiday schedule to cover office hours and on-call.
- Clean office and warehouse as required.
- Make deliveries as needed.
- Manage the warehouse and control inventory to meet client needs.
- Participate in the 20/20 Vision of SF&C and all aspects that go with it.
- Check delivery tickets (including web) for accuracy.
- Arrive on time for scheduled work days.
- Audit and approve all invoices (Maintenance, Equipment Rental, Leased Driver, Fuel, & Day Labor) keep accurate records in order to do so.
- Quote Box Truck and Freight delivery services. Manage delivery of these services and provide necessary paperwork.
- Notify clients well in advance of potential late deliveries (both the shipper and the receiver).
- Maintain and assign nightly on-call and weekend coverage to drivers to ensure we have enough coverage to meet client needs.
- Participate in and lead a culture of continuous process improvement.
- Perform all work accurately and timely.
- Lead the development of Standard Operation Procedures (SOP’s) and training materials for Dispatch. Also identify where these needs exist.
- Work closely with the Manager of Dispatch Services to determine the best strategies to improve processes & efficiency.
- Adhere to all SF&C policies, such as breaks, PTOH, dress code, etc…
- Other duties as assigned by Management
Required Experience / Qualifications:
- Ability to comprehend the last-mile delivery industry.
- Minimum 2 years prior supervisory experience.
- Ability to succeed and thrive in time sensitive situations.
- Ability to interact with drivers and communicate instructions verbally over the phone.
- Organized, attentive to detail, self-starting, solid follow-through and multi-tasking.
- Highly motivated with a desire to be upwardly mobile.
- Strong PC skills required – Excel and Outlook a must.

Career Path:
- This is considered a mid-level leader position with potential of upward mobility within SF&C.