



Job Description

Position Title:	Dispatcher
Relationships:	
Reports To	Chief Operations Officer
Subordinate staff	N/A
Other internal contacts	RVBT Drivers RVBT Coordinator Data entry clerks
Work Environment:	Works in a professional office, fast-paced environment.
Summary of Responsibilities:	<ul style="list-style-type: none"> • Assists Operations to efficiently and effectively support drivers of fast-paced organization • Determine the best delivery methods, negotiates rates, scheduled drivers and ensures necessary documents • Ensures compliance with Federal and State DOT trucking regulations and Company requirements • Ensures preventive maintenance by scheduling service, inspections and vehicle repairs • Provide excellent customer service to customers and drivers
Responsibilities:	<ul style="list-style-type: none"> • Oversees and implements the planning, scheduling, and dispatching of all trucks in RVBT fleet • Determines best delivery methods and negotiates rates directly with vendors and customers • Works with drivers to ensure on-time delivery and pickups of scheduled loads • Reviews and revises truck schedules to accommodate changes on planned loads to ensure efficiency of fleet • Creates BOL packets • Maintains incoming and outgoing load details • Oversees all DOT and Health & Safety compliance for Federal and State Transportation and Trucking • Monitors and trains drivers on HOS • Conduct incident investigations, root-cause analysis, follow-up and closure of action items for all truck accidents • Daily monitoring of Tucson and Albuquerque terminals inventory • Monitoring tanks for customers on a “keep full” schedule • Oversees and ensures that trucks and trailers are maintained in accordance with the policies of RVBT and DOT Guidelines including inspections and repairs. • Communicate driver load issues to customer



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	<ul style="list-style-type: none"> • Communicate biodiesel shortages to customer • Tracking of all demurrage charges • Other duties may be assigned
Job Specific Knowledge & Skills Required:	<ul style="list-style-type: none"> • High School Diploma or GED • ITS Dispatch Software a plus • Active listener with excellent communication skills • Strong customer service skills • Knowledge of state and local regulatory compliance • Logistics & Trucking Knowledge a plus
Special Skills:	<ul style="list-style-type: none"> • Ability to work with all levels within a team and organization • Proficient communicator in both English and Spanish language • Provides clear work instructions to drivers • Demonstrates high resource utilization • Ability to successfully handle multiple priorities in a fast-paced environment • Highly organized, analytical thinker, self-motivated and initiated
Skills required for Equipment Use:	<ul style="list-style-type: none"> • Computer skills and knowledge of using Office Suites • Proficiency in Excel/Pivot Tables



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Acknowledgement

I have reviewed and understand the above position guide and believe it to be accurate and complete. I also understand Rio Valley Biofuels has the right to change this job description at any time. ***I understand, and am fully aware, that this job description does not constitute an employment contract or a guarantee of continued employment—even if I satisfactorily meet all performance measures. Further, I understand the Dispatcher position is classified as an Exempt (Salary) position.***

(Please Print and Sign Name.)

Print Name

Signature

Date