

Plote Construction

Position Title: Plant Dispatcher

Department:

Reports to: Plant Superintendent

Exempt

Non-Exempt

I. Primary Function: (Describe the purpose of this position to the Department/Function. State in terms of objectives and primary goals. What is the reason this position exists?)

The dispatcher is responsible for monitoring and recording all incoming and outgoing materials and trucks at the plant. The main goals of the dispatcher are to enter all trucks into the computer system throughout the day, answer all phone calls and record daily asphalt orders, and send all reports at the end of the day.

II. Major Duties and Responsibilities: (Describe the 5 essential activities performed in carrying out the objectives of the position, including: significant tasks, responsibilities, projects and decisions.)

- Check in/out all trucks picking up/dropping off material at the plant
- Take all telephone/fax orders for the current and next day's production
- Record time for plant personnel
- Coordinate with customers for timely pick-up of materials
- Processing of all cash, check, and credit card transactions on a daily basis

III. Additional Responsibilities: (List additional non-essential duties which are nevertheless typically performed by the job incumbent. This is a list of some, but not all responsibilities.)

- Maintain inventory and order office/cleaning supplies
- General cleaning of offices/bathrooms as necessary
- Monthly safety inspection of plant
- Report to IDOT if an IDOT job is planned for the next day
- Prepare daily reports of plant production
- Prepare and send e-mail regarding daily plant production
- Prepare and fax daily ticket count to main office
- Coordinate with other plants and the main office regarding material trucks for the next day

IV. Required Skill/Knowledge: (What specific types of skills/knowledge are required to perform the job? What kind/amount of experience is required?)

- Ability to operate a computer and supporting software packages.
- Ability to work on multiple projects simultaneously.
- Strong written and oral communication skills across all levels of the organization.

V. Preferred Skills/ Knowledge: (Ideal skill set)

- Demonstrated problem solving skills and dealing with ambiguity.
- Strong analytical and mathematical ability.
- Thorough knowledge of company product, policies and procedures.
- Strong interpersonal, organizational, and project management skills.
- Ability to effectively manage conflict

VI. Education Level / Required Certification:

- High School diploma (or equivalent) preferred

VII. Problem Solving: (What are the day to day challenges or problems encountered in completing the objectives of the position? Describe the variety and complexity of the problems and the nature of any creativity which may be applied on a regular basis?)

- Multi-tasking: The dispatcher will be required to perform multiple tasks simultaneously. Completing all tasks correctly and efficiently is a necessary requirement of the position
- Time management: Many of the daily tasks of the dispatcher need to be begun or completed by a certain time each day. Being able to effectively plan out the tasks of the day will allow the dispatcher to complete everything on time.

VIII. Internal/External Contacts: (Describe the nature, reason, frequency of contacts with others made in the performance of the job.)

Internal:

- Plant personnel: daily contact to keep them informed of current job material requirements
- Asphalt foreman/supervisor: daily contact to stay informed on current job material requirements
- QC dept: daily contact for correct job and product ticketing information
- Main office personnel: daily contact regarding new customers, cash deposits, daily reports, and other items
- Plant Manager: daily contact regarding scheduling for the next day as well as any issues that may arise

External:

- Customers: daily contact to process job orders
- Vendors: as needed to maintain proper plant and office supply levels
- IDOT: as needed to report IDOT jobs being performed the next day
- Drivers: daily contact for directions, time sheets, and other job information
- Bank teller: daily drop off of cash deposits
- Delivery personnel: as needed to process incoming deliveries to the plant

IX. Supervisory Responsibility/ Authority to: (Total number of exempt and non-exempt reports. Authority to make what types of decisions.)

Can direct Plant Support Staff while on-site, otherwise none.

X. Promotional Opportunities: (Possible Career Path)

Multiple avenues for advancement are available

XI. Job Share Yes No

XII. Additional information:

Approvals:

Team Member _____ **Date** _____

Department Manager _____ **Date** _____

Human Resources _____ **Date** _____