



Michael's Cartage Inc. has provided the finest quality Intermodal, Local & Long haul trucking services since 1996. Our reputation for fast and efficient service is testimonial to our dedication to being the best in the industry. Building strong relationships with our customers is a key to our success.

With our fleet of over 120 company-owned and hired drivers, we provide on-time and dependable service for a wide variety of transportation needs.

Michael's Cartage Inc. occupy a 30,000 square foot building and has 5 acres of available storage to provide maximum convenience for our customers. We operate twenty-four (24) hours a day, seven (7) days a week.

Our company takes great pride of its employees, subcontractors, and its customers. The old saying goes "Customer comes first", "Our employees are our force", "Quality over quantity" resumed our purpose and our philosophy.

'WE ARE AN EQUAL OPPORTUNITY EMPLOYER' 'WE ARE DRUG-FREE ENVIRONMENT'

Our goal is to provide the most reliable services with the highest quality standards.

**JOB TITLE: DISPATCH SUPERVISOR**

**FLSA Status:** Exempt

**SUMMARY**

This position performs the necessary tasks to effectively supervise a staff of personnel and the dispatching of a fleet of company drivers and owner operators safely and efficiently. The Dispatch Supervisor is responsible for overseeing all road operations for drivers and owner operators. Ensure that all deliveries and pickups are made in the most efficient and timely manner, ensuring dependability and customer satisfaction. Work closely with other managers to ensure effective and efficient operations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Supervise personnel.
- Coordinates work schedules and time-off.
- Provides training and support to new and existing personnel.
- Dispatch drivers and equipment to satisfy customer needs.
- Coordinate deliveries and pickups of intermodal freight to optimize timely container movements, minimal demurrage per driver, through knowledge of delivery routes and customer loading/unloading schedules.

- Ensure on-time service for all customers.
- Maximize backhauls to ensure optimum profitability of each dispatched route.
- Manage equipment per diem and maintenance and repair cost by ensuring that all preventive maintenance is alternated and planed uniformly to maximize equipment on the road on a daily bases.
- Utilize equipment and drivers efficiently.
- Determines routing and legal load limits of trucks, according to established schedules and weight limits of states.
- Issues written and oral instructions.
- Studies and standardizes procedures to improve efficiency of subordinates.
- Maintains harmony among drivers and department members.
- Prepares composite reports from individual reports of subordinates.
- Adjusts errors and complaints.
- Works with management in any and all duties necessary to insure the safe, consistent, and profitable operation of the facility.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Manage a staff of personnel. Relies on experience and judgment to plan and accomplish goals. Must be able to meet attendance requirements. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Associate's degree (A. A.) or equivalent from two-year college or technical school; or three years to five years related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Must be able to communicate in English to understand directions, ask questions, and provide information.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Ability to speak effectively before customers or employees of the company

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

### **CERTIFICATES, LICENSES, REGISTRATIONS, COMPUTER SKILLS**

The position requires the ability to work with a personal computer in a Windows environment. Use Microsoft Office Suite software including Word, Excel, PowerPoint, Outlook and Access as well as using the Internet, if required familiarity with electronic proofing.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**BENEFITS**

Excellent benefits including promotional opportunities, medical, dental, life insurance, pension plan, vacation, holidays, sick days.

**SALARY:**

Salary is commensurate with experience.

Please email or fax your resume attention Human Resources Department.

Fax: 1-708-581-7771