



## Assistant Dispatch Job Description

### Classification Title

Assistant Dispatcher

### Definition

The Assistant Dispatcher is in place to facilitate and help LuGreg Trucking's lead dispatcher in providing premium customer service and efficiently deploy assets to meet the primary goal of being a dispatch unit second to none. The Assistant Dispatcher will be in a position to assist the lead dispatcher and train to understand the dispatch process and business. Ultimately learning to provide redundancy to the lead dispatch position as needed. We will work together as a team to achieve our vision statement, "Operational Excellence for HIS Glory."

### Organizational Relationships

When assisting with dispatch the position reports directly to the lead dispatcher they are assigned to on that day. After that the position indirectly reports to team members on call, sales manager/yard managers, general manager, and President.

### Education Qualifications (Minimum)

- High school diploma or general education degree (GED).

### Position Qualifications

- Ability and willingness to learn new processes and business functions to facilitate becoming a better dispatcher.
- Proficient Computer skills that include good typing abilities and basic understanding of the Windows Operating System.
- Extreme focus on organization and time management.
- Excellent verbal and written skills.
- Ability to exercise independent judgment and basic reasoning skills.
- Must be able to gain insights from mistakes that occurred and how you performed in that situation to excel in position.
- Team player with a servant's heart.
- Ability to read, write, and speak English to the extent that he or she is able to understand verbal and written instructions as well as able to give verbal and written instructions legibly.

- Ability to perform simple mathematical calculations using whole numbers, fractions, and decimals (addition, subtraction, division, and multiplication) to make job related calculations.
- Organized, punctual, flexible, and a reliable team member.
- Constantly looking for new and improved methods to perform job duties.
- The Dispatcher should have the ability to work under stressful conditions and be good at multi-tasking.
- An understanding and use of basic management concepts and principles including delegation, motivation, and economics.
- A working knowledge of the oil field service related equipment, materials, terminologies and the maintenance of the same would be preferred, but can/willing to train to understand.
- A working knowledge of the purpose, capability, and limitations of the equipment associated with his/her assigned areas would be preferred, but can/willing to train to understand.

## Essential Functions

- Support lead dispatcher in any functions that make the dispatch unit work more effectively.
- Receive calls from the customers throughout the shift and understand the nature of the call and decipher the action that needs to be taken from the call.
- Receive calls from the drivers throughout the shift and will keep track of driver/equipment location, job status, and driver needs.
- Communicate with our drivers, managers, sales force, and maintenance technicians on a daily basis.
- Utilize company provided software to dispatch and schedule drivers/equipment. Computer skills are essential, and data entry will be a required process.
- Monitor camera systems at all facilities.
- Monitor Scada Well Monitoring Systems to ensure work is done on time.
- Keep an up to date and accurate call log.
- Fill out company defined reports, such as incident, stuck, etc. when necessary.

- Ability to understand the different billing procedures for different clients, and will have to be functional with an adding machine.
- Ability to price tickets or enter tickets into software.
- Adhere to company policies and work requirements.

### Key Result Areas

- Arrive at work on your scheduled days to work.
- Answer phone by 2<sup>nd</sup> ring on all incoming phone calls.
- Present cheerful, confident, and gracious attitude on all phone calls. All customer calls end with “Thank you!”
- Try to keep no customer on hold for more than 30 seconds.
- Complete spill and stuck reports accurately within 24 hours of incident/accident and turn them into appropriate party.
- Ticket generation should be completed accurately and dispatch should strive for less than 3% errors in ticket generation.
  - Less than 2 tickets/day with job mistake errors.
- Dispatch should dispatch work/jobs efficiently and consider all logistics involved in solution.
- Clear and concise communication to customers, drivers, and management.
- Excellent Attitude no matter the circumstances.

### Work Schedule & Environment

- Normal schedule will be 5 days a week, Monday thru Friday, working 9 hours/day with a lunch break. The position will require some flexibility in scheduling to help with relief dispatch when needed. This may be on short notice or unexpected.
- Job will be performed on site at the climate controlled dispatch/administrative office.

### Physical Requirements

- Amount of Each Day Spent: Sitting 85%, Standing 10%, Walking 5%
- Employee Works: Inside 100% Outside 0%
- While Performing the Job, Employee will be Required to: Lift/Carry (0-15lbs) Occasionally 10 minutes/day

- Physical Activity Required:
  - Lift Under 15 lbs. Occasionally
  - Carry Under 15 lbs. Occasionally
  - Reach Above Shoulder Occasionally

## Disclaimer

This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of team members in this classification. The duties described are not to be interpreted as being all-inclusive to any specific team member. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified team members can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between the Institution and its team members.