



## JOB POSTING

**Job Title:** Cross Border Dispatcher

**Department:** Operations

**Date:** January 5, 2012

**Closing Date:** January 13, 2012

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To support the moving process from load to delivery. To serve as a liaison between drivers, Members, as well as customers.

### **Duties and Responsibilities:**

- Maintaining communication between dispatcher and drivers/members/planners and customers, ensuring everyone involved is aware of circumstances
- Answering calls, dealing with front line issues. i.e. shuttles, extra labour, weather issues
- Strong attention to move details with focus on customer satisfaction
- Awareness of proper documentation and procedures. i.e. customs docs, E-manifests, Government rules and regulations
- Collecting pertinent information – i.e. weights, C.O.D.s, unpacking and destination services
- Timely and accurate updating of dispatch systems
- Daily meeting to discuss shipments approaching TTG2 and discuss solutions to any shipments that are in danger of being late
- Respond to emails and voicemails in a timely manner
- Special projects, assignments and other duties assigned

### **Qualifications:**

- High school education is the minimum qualification
- Knowledge of North American geography is a must
- Communications skills are imperative; dispatchers must have the ability to communicate clearly and effectively while being attentive to detail.
- Interpersonal Ability is important; dispatchers must be able to function as part of an Operations team
- Must be able to multi-task and prioritize activities
- Demonstrate proficiency in Microsoft Applications including Excel, Outlook, and word
- Moving industry experience is an asset
- Comprehension of MoverOne Group Corporate Structure, policies and procedures

Interested applicants, please submit your resume with a cover letter to careers @uvl.ca no later than **Friday, January 13, 2012**