

**Position:** Dispatcher / Operational Supervisor

**Location:** Calgary Depot

**The Job:** Dispatch Professional Movers and Equipment using Computerized Dispatch System

**Basic Threshold Qualifications and Conditions:**

1. Experience as a Professional Mover in the Household Goods industry is strongly preferred.
2. Experience in a Dispatch role in transportation is an asset.
3. Experience in Computerized Dispatch is an asset. (Computer aptitude is required.)
4. Experience in a Supervisory or Team Leader role is an asset.
5. Ability to carry out Warehouse & Yard functions is required.
6. Class 1 Drivers License is preferred. (Ability to acquire Class 1 is required.)
7. Forklift Certification is preferred. (Ability to acquire certification is required.)
8. Available to work long days, extended weeks, and respond to irregular call-ins as required.
9. Proven ability to establish strong working relationships with Sales & Administration is required.
10. Accountable for implementation of Occupational Health & Safety Program & as advocate for Professional Movers' safety through prudent assignment of work & equipment & proper training.

**Selection Criteria and Top-Performer Profile:**

Technical skill and industry experience will get you to the starting line. However, being a successful dispatcher in our company requires that the profile below is an accurate description of how you interact with your team members and perform at work. Our Dispatchers routinely deal with emotionally charged people under difficult circumstances. As a Dispatcher you are required to be the calm eye of the storm swirling around you.

1. The ideal person for this position will be positive, participative, self-confident, friendly, self-starting, competitive, inquisitive, imaginative, factual, consistent and self-disciplined.
2. A calming communication style, enjoying challenging situations, and having a systematic and perfectionist approach to problems are integral to success.
3. Drive to achieve results in a friendly manner while maintaining high quality and professionalism.
4. Create a positive and innovative atmosphere which encourages people to commit themselves to the task at hand and where necessary, go beyond the call of duty to achieve objectives.
5. Remain self-controlled when things go wrong and people get agitated or aggressive, be prepared to listen to what others say and feel, deal with conflict in an accommodating manner and use practicality as a method for reaching a solution.
6. Develop a team atmosphere through hard work, calmness, tolerance, consistency, and integrity.
7. Be persistent in problem solving, seeking solutions through the expertise of both self and others, researching the facts with care and resolving problems in a timely and thorough manner.

**Application Process:** Interested persons should **immediately** send an email & resume detailing their qualifications directly to **Mary O'Sullivan-Andersen**, General Manager, [mosullivan@williamsmoving.com](mailto:mosullivan@williamsmoving.com).