

**JOB TITLE:** Dispatch Manager

**REPORTS TO:** Branch Operations Manager or Warehouse Manager

**DEPARTMENT:** Operations

**FLSA STATUS:** Exempt

**TYPE:** Full-time Salaried

### **COMPANY OVERVIEW**

RAM TOOL distributes specialty construction materials to commercial construction companies. Everyone in our organization is in “sales,” because a sale is more than a transaction: it is an interaction, one that leads to a prompt solution.

### **JOB DESCRIPTION**

#### **Objective**

The Dispatch Manager ensures that all deliveries are safely completed as soon as possible while using the resources within budget. The Dispatch Manager spends the majority of his or her time in a warehouse environment communicating with delivery drivers, sales representatives, warehouse personnel and customers.

#### **Summary**

- Delivers heroic service and sales support to all customers
- Supervises and routes local delivery drivers and vehicles (1 – 20 team members)
- Makes personnel decisions for team of delivery drivers and expeditor, if applicable
- Responsible for fleet maintenance at the branch level
- Checks customer orders
- Loads and unloads trucks
- Operates a forklift
- Occasionally makes deliveries
- Complies with all federal, state, and local laws and regulations associated with driving a motor vehicle and transporting commercial goods
- Communicates with customers, sales representatives, delivery drivers, and warehouse personnel
- Supports Warehouse Manager and/or Operations Manager as needed
- Other duties as needed

## Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions of this position:

- Performs all Dispatch Duties, which includes the loading and unloading of vehicles and dispatching delivery drivers (2 – 15 trucks)
- Has authority to hire, terminate, discipline, and manage performance of direct reports
- May be responsible for opening the warehouse for business in the morning and/or closing the warehouse in the evening, depending on the branch's organizational structure
- Collects daily inspection reports for fleet maintenance
- Follows all safety rules and regulations, including the following:
  - Attends safety meetings
  - Assists in the compliance of all OSHA/DOT regulations that are applicable, to include inspections, forms, etc.
  - Assists with the safety training of Drivers and Warehouse Associates
  - Assists with safety reporting procedures
  - Operates a forklift to perform forklift inspections and to complete reports
  - Maintains a clean and safe warehouse environment
- May assist with Shipping and Receiving functions, including the following:
  - Verifying inventory against purchase orders for accuracy
  - Receiving inventory into the SAP software system
  - Staging / Shelving inventory
  - Shipping inventory to customers
- May assist with Warehouse tasks, including the following:
  - Performs bin location maintenance
  - Provides customer service assistance, including pulling and staging orders
  - Conducts Cycle Counting to insure inventory accuracy
- May occasionally drive a  $\frac{3}{4}$  ton pick-up and/or a small flat-bed Ram Tool truck to the construction job sites of customers to make deliveries, which includes the following duties:
  - Complete truck inspections in the morning and the afternoon to ensure truck is in proper running condition (including, but not limited to, adequate fuel levels)
  - Check all materials for accuracy to ensure that the correct type and quantity of items are delivered to the appropriate customers
  - Ensure materials are properly secured prior to leaving warehouse in accordance with cargo securement training procedure
  - Navigate through all facets of each customer's job site, including, but not limited to, walking through rough terrain, climbing ladders and construction stairwells, and walking around on various floors of unfinished buildings
  - Endure outside conditions that include inclement weather, heat and humidity, and exposure to dust and loud noise
  - Ensure all Proof of Deliveries ("POD's") are properly filled out with pertinent information
  - Ensure all POD's are given to the Invoicing Clerk daily
  - Communicate consistently with Operations Manager, Warehouse Manager, and/or other members of the Operations Team regarding various customer needs

## Essential Functions (cont'd)

- Ensure vehicle is properly maintained and presentable (including, but not limited to, cleaning at least once per week)
- Provides support to the Operations Manager and/or Warehouse Manager, including multi-tasking alongside them, complying with all rules and regulations in respect to management requirements, and assists in the supervision and assignment tasking of Warehouse Associates
- Communicate consistently with management, all branch personnel, and customers
- Perform other duties as directed by RAM TOOL management

## Physical Demands

An employee must meet the following physical demands in order to effectively execute the essential functions of this job:

- Must be able to hear, see, and have full sensory capacity for safety purposes
- Must be able to communicate verbally
- Must be able to stand, walk, sit, climb, balance, stoop, kneel, crouch, and crawl
- Must be able to spend long periods of time, up to several hours, on feet in a standing or upright position on hard surfaces
- Must be able to use hands to finger, handle, and feel
- Must be able to use arms to reach, lift, push, pull or carry objects, use abdominal and lower back muscles to provide support over time, without fatigue, and to effectively jump, sprint or throw an object
- Requires good manual dexterity (hand, hand with arm, two hands) and multi-limb coordination
- Must be able to quickly move arms and legs
- Must be able to lift, carry, and manipulate items weighing up to 50 lbs. unassisted and engage in assisted safe lifting, carrying, and manipulation of larger items
- Must be able to manipulate various construction supplies, including rebar and pallets, 55 gallon drums, 5 gallon pails, and large sheets of materials, including wood, foam and other construction materials
- Must be able to operate a forklift in order to perform forklift inspections
- Must be able to work around moving mechanical parts and machinery with exposure to hot and cold conditions, dust, dirt, fumes, odors, airborne particles, vibration, and loud noise, in an environment that has no control over the temperature or humidity
- Vision abilities required to maintain driver's license
- Excellent stamina is required

## Requirements/Qualifications

- High School Diploma
- College Degree or some years of college preferred
- 1-3 years of management experience and the ability to manage 8-10 people
- Excellent knowledge of the local area
- Active DOT Medical Card
- Ability to become forklift certified
- Ability to use RAM TOOL's inventory management computer software system, SAP
- Ability to use warehouse layouts for planning purposes
- Competent knowledge of Microsoft Outlook, Word and Excel as well as internet browsers and Windows
- Must have a "can do, roll your sleeves up, and get it done" attitude
- Ability to establish priorities, work independently, and proceed with objectives without supervision
- Ability to handle and resolve recurring problems
- Ability to work in a fast-paced environment and multitask constantly shifting priorities
- Excellent communication skills
- Must pass Drug/ Alcohol screen and background check

## Work Environment

- The work environment is a fast-paced, dynamic environment. A majority of your day will be in a warehouse in an environment with exposure to hot and cold conditions, dust, dirt, fumes and odors.
- RAM TOOL's regular hours of operation are 7:00 a.m. to 5:00 p.m. Monday through Friday. Particular work schedule for this position is determined by the supervisor.
- Overtime and possible weekend work necessary  
This position requires no overnight travel.

## Success Characteristics

- Heroic Service
- Integrity
- Sense of Urgency
- Maximizing Talent
- Win Through Relationships
- Strong Work Ethic
- Positive, Upbeat, and 'Can Do' Attitude
- Dynamic Problem Solver
- Leader Amongst Peers
- Assertiveness without being overly aggressive
- Team Player
- Value Direction from Management
- Willingness to maintain high level of involvement in day-to-day workflow

**Note:** This job description is intended to provide a summary of the required responsibilities of the employee for this position. It is not intended to include a comprehensive listing of *all* of the activities and responsibilities of the position. RAM TOOL may change this job description at any time, with or without notice. This job description does not constitute a contract of any kind.

### **EEO Statement**

RAM TOOL provides equal employment opportunity for everyone regardless of race, color, national origin, religious persuasion, creed, sex, age, pregnancy, marital or parental status, sexual orientation, gender identity or expression, genetic information, citizenship, political affiliation, veteran or military status, disability, or any other characteristic protected by law. RAM TOOL complies with all federal, state, and local laws governing nondiscrimination in employment in every location in which it has branches.