

Position: Brenny Specialized Operations/Dispatch

Position Summary: Operations/Dispatch Representative reports to the Owners of Brenny Specialized and /or Operations Manager or General Manager. The Operations/Dispatch Representative is responsible for keeping Brenny Specialized trucks loaded, as well as dealing with customers, brokers, Brenny drivers and handling all details involved with coordination of such.

Position Duties:

1. Responsible for calling customers & brokers solicit freight. Champion calling and customer visits to maintain or secure new accounts.
2. Dispatching drivers to pickup and delivery sites, giving directions, instructions and securing of all necessary information for dispatch.
3. Helping drivers with all work related questions, comments or concerns.
4. Accountable for providing GRAND CHAMPION customer service to all customers, including pricing, current loads and delivery information.
5. Work close with Specialized dispatch team, as well as brokerage dept., safety dept., attend safety meetings, educational seminars and classes.
6. Maintain better than average communication with office team & drivers.
7. Ensure all paperwork for invoicing and settling is correct.
8. Maintain accurate information on brokers, including name, phone number, surety bond, MC#, signed contract, & company credit standards.
9. Verify all information on each load with customer, broker and driver.
10. Qualify new customers & brokers, maintain current records.
11. Ensure all new and current customers and brokers meet company credit standards of net 30 days.
12. Work towards achieving and maintaining company goals. This will be done by each Operation/Dispatch Rep. Keeping Brenny Trucks loaded and taking every opportunity to add partials to shipments, there for increasing cents per mile and profit margin.
13. Able to work demanding hours, be available no less than 7am-5pm, M-F. Some weekend work may be required. Be willing to make and receive call from drivers after hours.
14. Other duties as directed by Owners & Managers.

Knowledge, Skills and Abilities:

- Business College or 1-2 years work experience
- Great communication skills, Champion Attitude and Committed Team Player!
- Understanding of transportation industry
- Must be self motivated & innovative—able to work with little supervision
- Must be a multi task individual who can easily prioritize task at hand
- Excellent customer service, phone skills & data entry--computer skills
- Ability to work in a fast paced environment with many demands! All with a smile on your face!