



DISPATCH SPECIALIST
 Distribution Department
 (Tagawa North, Brighton)

Job Title	Dispatch Specialist
Compensation	\$47K-\$55K+ (depending on experience)
Status	Full-Time salary
Schedule	Hours vary based on season; office hours 7:00AM-4:00PM Dispatcher is expected to respond to phone calls during off hours (nights and weekends) Schedule and hours subject to change based on seasonal and department needs.
Reports To	Distribution Manager

Job Description:

The Dispatcher works within the Distribution department, communicating with TGE staff, client companies, drivers, loading crew, contractors, sales representatives, and other members of the Distribution team. Responsibilities include, answering phones, dispatching local drivers, good customer service, scheduling, time cards, some computer work, routing, loading trucks, trip sheets, and filing. An ideal candidate would have the organizational skills to manage coordination of OTR and LTL trucks, follow-up with professional and timely communications, and help problem solve through issues that may arise using both independent discretion and collaboration with other team members.

Hours fluctuate throughout the year. While scheduling can be flexible, it is required for the Dispatch Specialist to cover all necessary communication and coordination for trucks. During peak season, trucks come and go from the facility 24 hours a day/7 days a week. This position hour fluctuates, and most Distribution staff work 50-60+ hours during their greenhouse peak season (March-July.) Flexibility to work various shifts will be required based on company needs.

In addition to the duties and responsibilities identified below, there are three major components of every job at Tagawa Greenhouses: teamwork, communication, and vision. Employees at Tagawas are responsible for working together in a productive and efficient manner, assuring there is open communication within all levels within the company, and understanding the shared vision of the company and how their position contributes to the realization of that vision.

Essential Functions/Duties:

- Management of trucks and drivers (including load time, departure time, cargo, expected time of return, ETA communications, and challenge management.)
- Track the movement of Racks based on plan and actual shipping
- Tray Tracking
- Communicate with customers and staff in a timely manner to keep jobs running smoothly.

Updated 6/25/2018

Tagawa Greenhouse Enterprises LLC (dba. InColor) is an Equal Opportunity Employer (EOE) complying with state and local laws governing nondiscrimination in employment and providing equal employment opportunities without regard to age, race, color, religion, sex, gender identity or expression, sexual orientation, national origin, ethnicity, age, disability, genetic information, racial status, or any other status protected by law or regulation. This policy applies to all terms and conditions of employment including but not limited to recruiting, hiring, placement, promotion, discharge, termination, layoff, recall, transfers, compensation, benefits, and training.

- Communicate and work with carriers (both OTR and LTL).
- Update changes to delivery loads
- Identifying product quality and verifying counts on dock.
- Dispatch for trucks depending on business and customer needs
- Maintain great communication with truck drivers on meeting out trailer temps, and the understanding of how to unload product at the customer level.
- Delivery Dispute Resolution; Confers with customers to expedite or locate missing, misrouted or delayed shipments.
- ETA Calling and Management, investigate overdue vehicles
- Ensure all paperwork is complete and attached to jobs
- Responsible for team communication, following-up on issues and resolutions of issues that happen, and assist with change management by giving input in order to make processes more efficient.

In addition to the above responsibilities, the Dispatcher may be required to assist with various projects around the greenhouse as needed as assigned by the Warehouse or Distribution Manager

Basic Minimum Requirements/Competencies

- Must be at least 21 years of age and eligible to work in the United States
- Requires six months or more related dispatch experience and/or training, or an equivalent combination of education and experience.
- This position requires a background check, including an MVR for placement on our Designated Driver list.
 - o All employees collecting mileage reimbursement must complete procedures to be on the Tagawa Greenhouse Designated Driver List.
 - o Employee must hold a current and valid Driver License.
 - o The MVR of the employee is subject to company approval through our insurance company (Hortica).
 - o Must have current proof of insurance for your vehicle.
- Language & Communication Skills
 - o Ability to read, analyzes, and interprets general business forms and professional documents in English.
 - o Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public while maintaining appropriate confidentiality.
 - o Ability to interpret a variety of instructions furnished in written, oral, diagram, or scheduled forms.
 - o Spanish language abilities preferred but not required.
 - o Must maintain a positive and professional work atmosphere by acting and communicating to clients, managers, co-workers, and Greenhouse staff in a respectful manner.
 - o Must have reliable means of communication (phone, text, and email)
- Must have basic to intermediate computer literacy with knowledge of Microsoft Office. Experience with AS400 or database software preferred but not required.
- Must be able to regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and frequently push and pull racks on wheels of up to 100lbs with or without reasonable accommodation.

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While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, and risk of electrical shock. To prevent injury, employees must abide by the safety procedures set by Tagawa Greenhouse Enterprises, LLC. The noise level in the work environment is usually moderate.

To Apply visit our HR Department at our Main office at 17999 County Rd 4 Brighton Co. 80603 or apply directly at <https://recruiting.paylocity.com/recruiting/jobs/Details/1296353/Tagawa-Greenhouse-Enterprises-LLC/Dispatch-Specialist>

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