



## **Dispatcher**

Shoemaker Drywall Supplies is looking for a highly motivated customer-focused individual for the position of **Shipper/ Dispatcher**. This role is central in coordinating and overseeing the efficient movement of resources, personnel, and goods. It must ensure internal and external customer needs are met by organizing and managing the schedule and logistics of operations.

Real time problem solving, route optimization and accurate records maintenance is key in this position as it is a critical link between the field and office.

### **Key Responsibilities:**

- Plan and assign tasks or routes based on priority and availability
- Track progress and status of operations using software or communication systems
- Work with other departments to ensure customer satisfaction
- Maintain constant communication with field personnel, customers, and relevant stakeholders
- Address delays, emergencies, or unexpected issues effectively and promptly
- Maintain accurate logs of activities, incidents, or updates
- Assist order desk with write ups and scheduling requests
- Report maintenance needs to supervisor for fleet repairs
- Communicate issues and successes to superiors in a timely manner
- Other duties as assigned

### **Position Requirements:**

- Degree or diploma in business, commerce, supply chain management preferred
- Combination of equivalent experience and on the job training will be considered
- Previous experience in building materials supply industry preferred
- Excellent communication and time management skills
- Ability to problem solve, prioritize, and manage changing tasks in fast paced environment
- Proficiency using dispatch software and other relevant computer programs (e.g., Microsoft Office)
- Ability to remain calm and make decisions under pressure