

**DCRM is Hiring a Customer Service Dispatcher**

**Job Brief:**

A dispatcher, working closely within the dispatch team, is responsible for filling, creating and executing the daily schedule for all concrete plants operated by Duke City Redi-Mix. This includes taking customer orders accurately and completely, scheduling based on plant and driver availability to maximize efficiency and executing the daily schedule with consideration of customer needs and adhering to company policies.

**Responsibilities:**

* Promptly answer customer phone calls.
* Support customers by responding to inquiries and providing guidance based on their needs.
* Take and enter customer orders accurately and thoroughly.
* Schedule both same day and future orders.
* Complete driver schedule for the following day.
* Develop and execute a daily plan to fulfill orders with efficiency.
* Gather mix test data from the field QC team.
* Make appropriate changes to mixes as instructed by QC or Dispatch Manager.

**Requirements:**

* Must be able to handle a stressful and fast paced environment.
* Must be capable of processing large amounts of information quickly and accurately.
* Should be experienced with PC based software.
* Extreme attention to detail is needed to be successful in this role.
* Should possess a friendly and helpful demeanor both over the phone and in person.
* Must be dependable, consistent, and trustworthy.
* Someone with a strong desire to learn and strive for excellence will thrive in this role.
* Should have a flexible schedule and be able to work nights and weekends.

Reports to: Dispatch Manager