



Job Title: Brokerage Dispatcher & Carrier Administration

Skill Requirements:

- High School Diploma or Higher
- Bi-lingual not required but is a plus

Experience should include the following:

- Minimum of 2 yrs. in Customer Service (transportation dispatch is a plus but not required).
- Computer literate in Windows, MS Word, Excel, and Internet
- Must be a detail oriented team player and *highly self-motivated*.
- Must have excellent oral, written, and listening skills.
- Must be able to perform in high-paced, multi-task position that requires continual re-prioritizing of tasks.
- Must be able to develop excellent customer rapport with each customer.
- Must be able to handle two telephones and hear/tune-in multiple conversations at once.

Basic Job Description:

- Contact, negotiate and secure carriers for loads booked/offered in support of Account Manager's loads.
- Will handle some customer calls and load offerings.
- Back-up Brokerage Account Managers during their absence.
- Understand the impact of this position to the profitability of the company
- Strive to cover as many loads as possible each day to allow Account Managers more opportunity thru additional sales calls to continue booking more loads.
- Maintain proper and up-to-date files on carriers
- Should have a desire to move forward in the company to the Account Manager position.

Bonus Plan

An annual bonus plan of \$100 per month is in place for this position based on the following measurable qualifiers;

- Must cover a minimum of 80% of assigned Account Managers loads booked
- Maintain a minimum of 15% Gross Profit on loads booked
- Secure a minimum of 25% of POD's daily of assigned Account Managers loads delivered

Bonus, if earned will be paid once the final September P&L has been completed and Year-End Calculations closed (normally 10 business days after month-end)