

Job Description

Job Title:	Liquid Dispatcher	Reports to:	Logistics and Supply Manager
Location:	Rochester and Brockport, NY	Position Classification:	Exempt, Full-Time

Position Summary

The Liquid Dispatcher is responsible for coordinating, scheduling and dispatching deliveries of our liquid fuel products to all customer locations. This position must ensure a high level of customer satisfaction, productivity, safety and efficiency.

Position Responsibilities

- Coordinates the efficient and timely dispatching of deliveries for automatic and will-call deliveries of our liquid fuel products to ensure customer commitments are met and a high level of productivity
- Understands and communicates safety policies as they relate to our customers and employees
- Communicates regularly with customers in a helpful, respectful and professional manner
- Provides support to the Division Manager and other company employees as needed
- Assists with inventory monitoring and reconciliation, transport dispatching, and daily pricing including updates and verifying for accuracy
- Understands, follows and advocates company policies and local, state and federal rules, regulations, and codes pertaining to the safe installation and service of oil and propane equipment while creating relationships with state and local authorities
- Participates in the manager on-call rotation
- Keeps abreast of new technology and codes relating to various oil and propane equipment to maintain a competitive advantage
- Suggests and deploys processes to increase customer satisfaction, efficiency, value and/or lower costs
- Creates and supplies information for determining performance of Key Performance Indicators (“KPI”)
- Involved in special projects from time to time, depending on business need
- Responsible for any other tasks and duties as assigned, which may or may not relate to the normal scope of this position

Required Knowledge, Skills and Abilities

- Minimum of five (5) years of experience working in dispatch operations, including direct contact with customers
- Graduate of High School or equivalent
- Self-motivated with a high degree of comfort working independently in managing priorities and making decisions
- Must have a valid drivers license
- Strong understanding and ability to work with numbers, mathematical formulas and data analysis
- Strong sense of professionalism and ability to maintain discretion
- Well developed verbal and written communication skills
- Proficient user of Microsoft Office (prior experience with customized internal computer programs ie. petroleum software application preferred)
- Must meet employment eligibility standards set for criminal and other background checks

Physical Demands and Work Environment

While performing the duties and responsibilities of this position, the employee may be required to:



neighbors taking care of neighbors

HOMETOWNE ENERGY

	Never	Occasionally	Often	Always
Talk			X	
Hear			X	
Vision - Close			X	
Vision - Far			X	
Stand		X		
Walk		X		
Push/Pull		X		
Lift < 25 lbs		X		
Sit			X	
Climb/Balance		X		
Stoop/Kneel/Crouch/Crawl		X		
Reach		X		
Feel/Use hands and fingers			X	

The employee will primarily work in an office environment. Outside of the office environment, this employee is exposed to moving vehicles. The noise level in the work environment is usually quiet to moderate.

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Acknowledgement of Receipt and Understanding

Employee Name: _____ (print) _____ (sign)

Date: ____/____/____