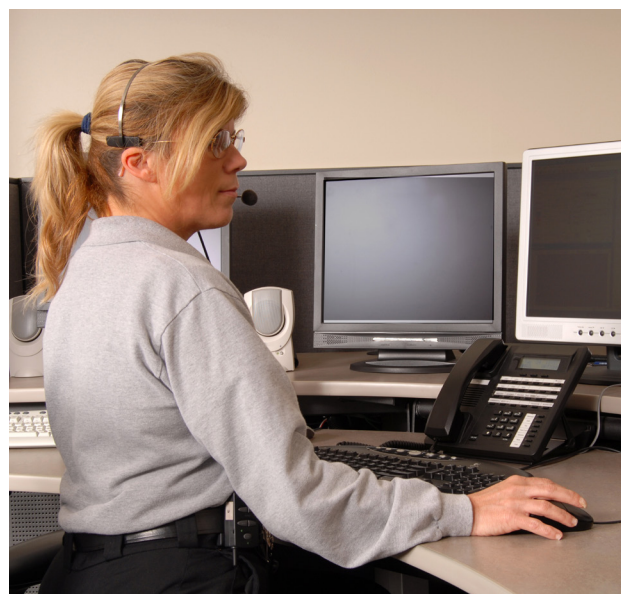


DISPATCHER

Dispatchers play an important role in coordinating product shipments and transfers. Their duties combine some aspects of logistics and customer service.

WHAT RESPONSIBILITIES WILL I HAVE?

- Accept calls from sales staff, customers, and other locations for order of materials
- Take, process, and prepare orders for pickup or delivery
- Coordinate product transfers between locations
- Contact trucking companies to coordinate shipments
- Instruct drivers on load requirements
- Complete orders accurately and in a timely manner
- Operate truck scales
- Complete weight tags, bills of lading, and hazardous material shipping papers
- Take product-order inquiries via phone and email
- Communicate directions and instructions (verbally and in writing) to customers, truck drivers and the public
- Keep track of inventory of products stored in warehouses and in bulk storage
- Calculate total quantities of product by weight and/or volumetric measurements
- Perform customer service duties as needed by responding to calls and visitors in a professional manner
- Provide backup and assistance to other dispatchers and/or receptionist – answer phones during busy seasons
- Track and report all shipments to security regarding authorizations on to property after hours



WHAT EDUCATION & TRAINING IS REQUIRED?

A high school diploma is required, but an associate's degree in business is preferred

THE FOLLOWING HIGH SCHOOL COURSES ARE RECOMMENDED...

Agricultural education, mathematics, computer courses

TYPICAL EMPLOYERS

Agricultural retailers, cooperatives, animal production companies, feed mills, logistics companies

FUTURE JOB MARKET/OUTLOOK



SUGGESTED PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS

- American Trucking Association
- Agricultural Retailers Association

AVERAGE ANNUAL FULL-TIME SALARY

\$28,000