

---

**Dispatcher (Shipping & Receiving)**  
**Permanent, full-time**  
**Sunderland and Oakwood, Ontario**  
**(File Reference: DSR-2018)**

---

On behalf of our client, an agricultural co-operative with locations across central Ontario, we are conducting a search for Dispatcher – Shipping & Receiving. Playing an important role in coordinating product shipments and transfers, a successful Dispatcher will have prior experience in both logistics and customer service. Working closely with the Division Manager and Sales Manager, the Dispatcher is responsible for coordinating the raw materials components and shipments of bulk and bagged inventory orders.

This opportunity is a permanent, full-time role within a growing organization that provides goods, services and marketing data within Ontario’s agriculture sector. A competitive compensation package is being offered, including pension, bonus and company-paid health benefits. This position is available at locations in Sunderland and Oakwood.

**KEY RESPONSIBILITIES:**

- Setting up and administering daily dispatch operations
- Accept calls and emails from sales staff, customers, and other locations for order of materials
- Perform customer service duties as needed by responding to calls and visitors in a professional manner
- Maintain inbound flow of raw materials to support orders
- Contact drivers to dispatch deliveries, coordinate shipments and provide instruction on load requirements
- Track drivers and equipment to facilitate the timely delivery of containers to their final destination using an ERP system
- Ensure orders are completed accurately and in a timely manner
- Provide customers with information on services, rates, equipment availability and shipment status
- Communicate immediately with customers/forwarders and within department or directly to supervisor regarding problems that arise with delivery or pickup of freight and update notes in system to document problem and/or resolution.
- Operate truck scales

- 
- Complete weight tags, bills of lading, and hazardous material shipping papers
  - Confirming proper bookings and billings to meet customer requirements
  - Ensure all deliveries, pickups, and customer order information are entered into ERP
  - Create driver schedules based upon pending orders
  - Assist the drivers in; problem resolution, accident reporting, navigation.
  - Check in paperwork upon the drivers return to ensure that manifest and delivery bill match.
  - Coordinate product transfers between locations
  - Provide backup and assistance to other dispatchers and / or receptionist – answer phones during busy seasons
  - Keep track of inventory of products stored in warehouses and in bulk storage
  - Calculate total quantities of product by weight and / or volumetric measurements
  - Other duties as assigned

#### **SKILLS AND QUALIFICATIONS:**

- 3-5 years previous experience in Dispatcher role, managing inventory and delivering exceptional customer service.
- Familiarity with agricultural product transportation an asset
- Experience with computerized logistical dispatch software
- Must have strong communication skills and be able to understand customer requirements.
- Must have good knowledge of roadways and traffic patterns, and maintain awareness of road restrictions with the ability to source alternative routes.
- Comprehensive analytical, problem solving and organizational skills
- Ability to work well under pressure, multi-tasking and employing effective decision-making (judgment) under sometimes stressful and unpredictable circumstances (traffic, weather conditions etc).
- Possess good communication and interpersonal skills to be able to communicate effectively with customers and drivers.

#### **COMPENSATION:**

Our Client offers competitive total compensation including an attractive base salary and incentives, group benefits, and the opportunity for career development in a dynamic and growing Canadian-owned company with international operations.

---



# POSITION PROFILE

---

*For further position details and consideration, highly qualified Candidates are invited to submit their resume information in confidence to (please quote the File Reference number above):*

**Recruiting Manager**  
**SHRP Limited**  
[www.savinohrp.ca](http://www.savinohrp.ca)  
[info@savinohrp.ca](mailto:info@savinohrp.ca)

---

*All Applications treated confidentially. While we appreciate all applications, we can only contact those individuals selected for interview.*

***We are committed to providing accommodation for persons with disabilities.*** *Accommodation will be provided as part of our hiring process (if accommodation is required, Applicants are requested to make their needs known in advance).*