

Job Identification

Job Title: Dispatcher/Order Coordinator
Division: Bailey Metal Products Limited – Concord
Department: Delivery
Reports to: Warehouse Supervisor

Job Purpose Summary

The main purpose of the position is to ensure that the materials are dispatched while meeting shipping schedules and to ensure that incoming and outgoing shipping activities are performed accurately, completely, properly and with high productivity. This is accomplished by determining appropriate shipping methods for each work assignments in a cost effective manner.

This position significantly contributes to the over all shipping and receiving function of Bailey Metal Products Limited. If the materials are not received or shipped correctly, it will have significant impact on Bailey in terms of material damages, back charges, loss of customers etc.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

Operational:

- Determine the shipping priorities / schedule, work assignments and shipping routes, methods and arrange shipping; prepare bills of lading, export docs, manifests...etc.
- Determine space requirements and position of shipment in box cars, trucks and trailers.
- Coordinate with various carriers, negotiate and compare quotes before placing orders.
- Oversee loading and unloading of materials from trucks or other conveyances.
- Inspect and verify incoming goods against invoices or other documents, record shortages and reject damaged goods. Give feedback to purchasers. Route goods to appropriate storage areas.
- Ensure compliance with loading specifications and customer requirements.
- Checks pre use inspection sheets for trucks and notifies supervisors / outside contractors for any defects or make arrangements for maintenance and repair work.
- Posts weight and shipping charges, log driver's reports and information.
- Prepare and develop Truck report and monitor billing reports.
- Review all maintenance reports, identify issues, report and take corrective actions.
- Liaise with customer service department to ensure delivery requirements are met.
- Recognizes errors and corrects them. Logs complaints and advises supervisor.
- Train drivers on job duties, safety procedures and company policies.
- Operate forklift, hand truck or other equipment to load, unload, transport and store goods.
- Monitor and advise C.V.O.R. status to management.
- Negotiate and monitor Bailey truck repairs.
- Able to work shift schedules to accommodate work demands as required.

Human Resources:

- Develop an internal structure within the shipping department; develop, coach, mentor, employees.

- Review all work performed by drivers for completion, accuracy and quality and identify their performance requirements and company training needs.
- Assist in the development of succession planning for replacement of key employees.
- Promote team work within and across the departments.
- Conduct and document regular Driver meetings to discuss, review and implement items such as new/existing procedures, Company policies, department performance and safety talks.
- Participate in selection process, performance appraisals, discipline and training and recommend actions such as hiring, promotions and appropriate disciplinary actions.

Health and Safety:

- Maintain working knowledge of all Health & Safety policies.
- Correct and communicate on any unsafe acts/conditions to supervisor/ safety manager.
- Support and promote all aspects of the corporate Health & Safety program.
- Monitor accident frequency and history and analysis injury data.
- Report all accidents/incidents promptly, conduct investigation & act on recommendations.
- Comply with all Bailey's safety programs, confidentiality and legal requirements.

Other:

- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Participate in the company's quarterly inventory count.
- Other responsibilities and accountabilities as assigned by the Warehouse Supervisor.

Requirements and Qualifications

- 5-7 years of dispatching experience in a manufacturing environment is preferred.
- Experience in forklift (counter balance) operation warehouse experience is an asset.
- Knowledgeable in operation of equipment / tools such as Forklift (Counter balance), strapping machine, natural gas fuel station, chop saw, mobile ladder, two-way radio, etc.
- Sound knowledge of Bailey's products, lift configuration, size, weight and stacking height.
- 12th grade diploma graduate with strong Negotiation skills, Computer skills (MS Office – Word Excel, Outlook, etc), Typing skills, communication skills, and proficiency in English Language (reading and writing).
- Personal attributes include ethical, open-minded, observant, and tenacious.
- Quick learner, Team Player with initiatives and capable of meeting deadlines.

Working Conditions

- Work in a fast-paced environment.
- Able to physically lift material up to 50 pounds.
- Able to operate a forklift safely.
- Able to work overtime as required.