



Position Title: Dispatcher

Department: Operations

Reports To: Logistics Manager

Exemption Status: Non-Exempt

Position Purpose:

The Dispatcher is responsible for coordinating an efficient day-to-day transportation operation by supporting the Logistics Manager through tracking and tracing all loads in transit, ensuring customer satisfaction and maintaining accurate logs of all transportation. This position requires a self-motivated individual, capable of coordinating multiple shipments of nonhazardous oilfield waste while adhering to the highest safety and environmental standards.

Essential Job Functions: The Dispatcher must be able to perform all of the following duties and responsibilities with or without a reasonable accommodation.

- Dispatch drivers in accordance with customer needs.
- Create cost effective trucking routes that meet customer demands.
- Ability to adjust to last minute changes in scheduling and effectively communicate these changes to both drivers and customers.
- Identify priorities; utilize available resources effectively to meet these priorities; anticipate change and/or problems and reallocate resources when necessary
- Adjust forecasted loads based on customer demand and need.
- Confidently make good decisions under time pressure basing the decisions on facts.
- Make quick decisions based on simple equations or deductive reasoning.
- Communicate effectively with customers and drivers providing concise instruction or information
- Use effective listening skills to collect required information or to identify potential problems / warning signs.
- Develop relationships with customers and drivers; utilize relationships to influence others and gain willing cooperation.
- Other duties may also be assigned.

Education/Experience:

The minimum educational background of an applicant to this position is a high school diploma or G.E.D.; one year related experience in equipment operation and/or valid certificate(s) of training, as required, for use of equipment; previous experience working at sites regulated by OSHA. Ideal candidates will have oil and gas industry experience; landfill experience; working knowledge of computers, computer software and computer systems.

In addition, a qualified applicant will have:

- 1 - 2 years of experience in a fast paced multi-task dispatching environment.
- Will possess excellent verbal/written communication skills, the ability to work well under pressure, have experience in shipping & truck loading, and have strong data entry & computer skills.
- Ability to read, write and speak English concisely.
- Ability to build good working relationships and work as part of a team.
- Ability to work different shifts on a 24/7 operation; including, weekends and holidays on a routine basis.



Knowledge and Competencies:

- Machines/Tools/Equipment – Safely and productively operates machines and/or equipment; personal protective equipment including, but not limited to, dust mask, ear plugs, gloves, hard hat, safety glasses, work boots, and safety vest; tools including, but not limited to, broom, shovel, tire gauge, water hoses, screwdriver, wrenches and other hand tools.
- Communication -- Effectively conveys information to customer and coworkers; listens to and understands others; gets clarification when necessary; responds informatively to questions; interacts with all levels of organization; presents data effectively; reads and interprets written information.
- Customer Service -- Within reason, does what it takes to meet expectations of internal and external customers; acts in a professional, courteous and cooperative manner towards customers and coworkers.
- Dependable -- Is someone supervisors and coworkers can count on; follows through and does what he/she says he/she will do; shows up for work on time and adheres to the established work schedule.
- Oil and Gas Industry Knowledge -- Knowledge of waste that may or may not be accepted by the landfill.
- Endurance – Sticks with task until it is completed in the most productive and safe manner; works through challenges that come up.
- Ethics – Adheres to the policies and rules set forth by Petro Waste Environmental; does not allow himself/herself or customers to bend the rules or cut corners; is trustworthy and honest.
- Multitasking/Organization – Shifts back and forth as needed between two or more activities or customer requests; can do more than one thing during the same time period. Must be able to record and document multiple activities simultaneously – accurate detailed logs are essential to this job.
- Record Keeping – Conducts and keeps records regarding financial transactions with customers; records information using assigned forms and computer systems.
- Safety Orientation – Follows and promotes Petro Waste’s safety rules and procedures; recognizes hazards and anticipates danger; does not take inappropriate risks.
- Pride – Feels a sense of self-satisfaction in a “job well done”; makes sure that every little aspect of the overall task is done correctly; strives to achieve all goals.
- Office Equipment – Knowledge of office equipment including but not limited to, computer, phone, fax machine, copier, Microsoft Office including Word and Excel and calculator.

Work Environment:

The Dispatcher will be expected to perform physical activity, such as, climbing into and out of vehicle/equipment, walking and standing on hard surfaces for an extended period of time, climb stairs and ladders, open and close valves, and be able to lift/carry/push/pull up to 50 lbs. Will be regularly exposed to loud machinery, tools, trucks, dust, fumes, odors, solvents, chemicals and have some exposure to hazards and extreme weather conditions. Position may also be required to stand for long periods of time while performing their duties.

The above description is meant to provide an overview/summary of the nature and level of work being performed; it should not be construed as an exhaustive list of all responsibilities, duties and requirements of the job. Petro Waste Environmental reserves the right to modify the content formally or informally, follow any other job-related duties/functions requested by their supervisor. Further, all employment at Petro Waste Environmental is of an at-will nature and, as such, the company reserves its right to terminate any position or employee (with or without notice and with or without cause) within its discretion.