



Job Description

Job Title:	Fuel Dispatcher	Reports to:	General Manager
Location:	Worcester, MA	Position Classification:	Hourly, Full-Time

Position Summary

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

Position Responsibilities

- Represents the values and mission of the company to customers (both over the phone and in person) and to other employees
- Oversees and manages the efficient, timely, and accurate dispatching of deliveries for automatic and will-call deliveries of our liquid fuel products to ensure customer commitments are met.
- Understands, follows and advocates company policies and local, state and federal rules, regulations, and codes pertaining to the safe transportation and delivery of liquid fuel products
- Suggests and deploys processes to increase customer satisfaction, efficiency, value, and/or lower costs
- Keeps abreast of new technology relating to dispatch and delivery efficiency to maintain a competitive advantage
- Creates and supplies information for determining performance of Key Performance Indicators ("KPI")
- Assists with liquid inventory monitoring and management
- Assists with transport dispatching and related activity
- Develops a solid understanding of our various software applications in order to effectively manage delivery operations and serve customers.
- Provides CSR support as needed to new and existing customers, and communicates regularly with customers in a helpful, respectful and professional manner that builds value and trust.
- Proficiency in understanding our various fuel plans and participates in sales, setup, and support
- Responsible for after hour emergency calls
- Understands and communicates safety policies as they relate to our customers and employees
- Provides support to the General Manager and other company employees as needed
- 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

- Must have experience within the home heating industry and 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, Class B HAZMAT preferred
- 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
- Experience with customized internal computer programs
- Must meet employment eligibility standards set for criminal and other background checks