



American Cartage & Distribution

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Domestic Truck Brokerage

Local Drayage Operations
NY/NJ

American Cartage & Distribution

Dispatcher:

This role is two-fold as follows.

One: For our local Dray Unit (10 tractors + 2 straight trucks. Assign drivers and vehicles to convey freight to assigned destination. Coordinate drivers according to and in compliance with DOT regulations and company rules. Receive Delivery Orders for Dispatching shipments to Owner Operators for pick-up and final delivery, further following up to ensure pickup was made and delivery was completed.

Two: For Truck Brokerage Operations – arrange for the nationwide pickup and delivery (transloads included) of shipments routed to our Truck Brokerage for shipments outside the operating authority of our local NY/NJ Dray Unit.

Job duties:

- Manage all O/O Drivers with regard to: HOS rules, FMSCA and DOT compliance requirements.
- Manage all drivers pay via Profit Tools using system generated driver settlement statements.
- Manage all payments to outside carriers for truck brokerage operations via Profit Tools and our aggregator WWE.
- Monitor the route and status of field units to coordinate and prioritize their schedule
- Provide field units with information about orders, traffic, obstacles and requirements
- Enter data in “Profit Tools” computer system and maintain logs and records of calls, activities and other information
- Direct and dispatch product movements with professional efficiency
- Consider predicted and real-time scenarios to keep routes efficient and productive
- Schedule, plan and confirm deliveries
- Use our online tracking system to track trucks and goods movement.
- Troubleshoot and resolve any issues that arise with shipments
- Upload various documents to our systems
- Preserve excellent relationship with owner operators and fleet owners
- Verify bill of lading number, piece count, container numbers (and total number of containers) shown on delivery order against arrival notice or bill of lading)
- Ensure shipment has arrived and is released/available for pick up from the pier/railyard
- Advise Customer Service representatives of any delays in delivery of cargo so they can contact client
- Maintain relationships with suppliers and vendors through phone calls and emails
- Provide ongoing assistance to brokers regarding general transportation issues
- Notify brokers, dispatchers, and appropriate parties about any changes
- Keep dispatch board updated
- Record all requests from owner operators and drivers and follow up with appropriate parties regarding those requests

Skills and Qualifications:

- Ability to multi-task is essential
- Knowledge of Microsoft Suite products, Excel and Outlook
- Must possess strong interpersonal skills
- The ability to work with a team or individually
- Flexible working hours
- Any other ad-hoc duties as defined by your Manager
- High school or equivalent
- Minimum of 5 years freight dispatch experience
- Experience with Profit Tools systems a big plus.