

Job Title: Truck Coordinator
Department: Customer Service

FLSA: Exempt
Reports to: Service Support Mgr.

Position Summary

Coordinates daily transportation activity to ensure service goals are achieved in a designated time frame. Must use good communications skills and be committed to being service-oriented. Analyzes and develops efficient schedules utilizing various scheduling software. Responsible for fair treatment of all independent drivers, and able to effectively communicate with field, CSR's, customers, supervisors, and managers.

Position Responsibilities:

- Coordinates daily transportation activity to ensure service goals are achieved in a designated time frame.
- Maintain a high level of service for our customer base and help ensure maximum productivity for the owner operators (drivers).
- Weekly Review of truck attendance
- Follow up during the work day to insure all trucks are working
- Review driver pay (at each pit) & discuss with drivers
- Review hauls periodically along with rate structure, bring items of concern or that need review to management as needed.
- Authorize wait time pay, re-route pay or extra pay to owner operators (drivers)
- Plans and schedules transportation for each location, based on the order volume for that location. Complete daily truck schedule and make sure drivers are contacted and know which location they are reporting to.
- Responsible for ensuring fair treatment of all the owner operators (drivers).
- Coordinate with Operations Managers and Sales Team to ensure the delivery of material meets our customer's needs.
- Investigate reports of customer and/or owners operator property damages. Investigate, gather all the facts, evaluate the incident and report occurrence to Management for a fair judgment.
- Communicates with owner operators (drivers) on where and what time they are to report to work on a daily basis.
- Contribute to a safe work environment by adhering to policies and procedures as outlined in the employee handbook.
- Must demonstrate and maintain an excellent record of punctuality and attendance.
- Participates in special projects as assigned.

Position Essential Skills

- Must be able to perform each position responsibility satisfactorily.
- Must be detail-oriented and able to multi-task.
- Ability to work independently and also as a member of a team and follow direction from assigned co worker or supervisor.
- Ability to meet deadlines and flexibility in a rapidly changing environment.
- Willingness to work rotating, continuous seven-day work cycle.
- Must be assertive, take initiative, and be proactive.
- A leader with excellent communication and interpersonal skills.
- High proficiency in Word, Outlook and Excel.
- Bilingual (English/Spanish) a plus but not required.



Minimum Qualifications:

- High school diploma or GED
- Two years experience in Customer Service Position
- Experience in meeting or exceeding Team Service Level goals.
- Computer experience required

Reporting to this position: No direct report

Position Physical demands and Work environment: The Physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** While performing duties of the job, employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee will spend the majority of the time working on a computer which requires using a keyboard to enter data and send and respond to emails. The ability to sit in front of a computer for long periods of time. The ability to communicate effectively with all levels of the company using email, telephone, or face-to-face conversations. The ability to lift 0-30 pounds. The ability to physically and mentally perform the essential functions of the position, with or without reasonable accommodation. The ability to report to work on a regular basis.
- **Work Environment:** This position is located in an office sometimes exposed to extreme heat and cold weather. The noise level is low to moderate.

General sign-off

The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

** This job description is not an exhaustive statement of duties, responsibilities, or requirements and does not preclude management's authority to add or change duties or responsibilities. Individuals requiring accommodation should contact a Human Resources Representative.

I have read and understand this explanation and job description

Signature: _____ Date: _____

Name _____

