



DISPATCHER/OPERATIONS SUPPORT TEAM MEMBER

All American Moving, Storage and Delivery

All American is one of the premier Final Mile delivery providers in Ohio and adjacent states, as well as a leader in the Moving and Storage industry. The role of a successful Dispatcher is essentially to manage and coordinate all field personnel and equipment necessary to execute all of the “front facing” services we provide. Outside of working with the warehouse manager on their daily staffing needs, you will not be responsible for warehouse operations. The position is responsible for staffing Monday through Saturday, however you are given the ability to manage your Saturday responsibilities with a trained assistant capable of covering that shift.

The Dispatcher for All American plays a central role in our organization's success. Overseeing a dynamic team of up to 25+ frontline staff, this role requires excellent organizational skills. We are looking for an ambitious individual with exceptional interpersonal skills, and a proactive communication mindset. A successful Dispatcher must be adept at holding others accountable, celebrating achievements, and navigating diverse customer personalities. We're NOT looking for someone content with the status quo; we need a visionary leader capable of enhancing efficiencies with existing resources, along with a drive for growth. By fostering a positive culture and boosting morale, the Dispatcher elevates our entire operation. Communication lies at the heart of our daily operations. While no single task is overly challenging, the combination of responsibilities necessitates a forward-thinker who can implement proactive procedures. Given the fast-paced nature of the moving and delivery industry, the ability to swiftly prioritize information and ensure seamless communication within the team is imperative for success.

Responsibilities:

- Uphold exceptional standards of customer service
 - Respond to customer complaints or concerns about active jobs
 - Proactively communicate to customers in situations where planned or scheduled activities may have changed.
 - Claims management
- Lead recruitment, hiring, and onboarding processes along with other management staff
- Foster employee development through training and disciplinary action when necessary
 - Monitor active routes and moves to ensure exceptional performance
 - Provide accurate documentation to admin for proper billing and invoicing
- Strategize and coordinate schedules to ensure optimal customer experiences
 - Includes the coordination of equipment and supplies needed for jobs
 - Maintain inventory control over supplies

- Utilize resources efficiently to achieve organizational goals
 - Collaborate with Scheduling Dept for proper route planning.
 - Timely and accurate updates to our CRM for company wide visibility
 - Coordination with our national Van Line affiliation
- Undertake other tasks as delegated by the Owner and General Manager

Requirements:

- Minimum 3 years of supervisory, management, and customer service experience, preferably within the moving and/or final mile delivery industry
- Proficiency in oral and written communication, coupled with excellent organizational and time management skills
- Proven ability to lead by example, inspire, and direct teams effectively
- Proficient in Microsoft applications such as Excel, Word, and Outlook and/or the related Google applications.
- Strong decision-making skills, resourcefulness, and a high level of integrity
- Valid driver's license with a good driving record is a must, along with reliable transportation.

BENEFITS

- Access to dental, vision, disability and life insurance benefits
- Two week's Paid Time Off effective on first paycheck
- Bonus opportunity
- Flexible schedule – your management effectiveness and ability to put the right people in the right “seats” will correlate directly with your flexibility

Salary \$55,000 plus a Saturday stipend of \$75 (\$3,900 annually) which may be utilized for yourself or your assistant to cover that shift (essentially opening and ensuring all crews get out to their jobs effectively)

Job Type: Full-time

- Monday to Friday
- Weekend availability with the flexibility to staff up your team to reduce weekend shift work.

Experience:

- Management: 3 years (Required)

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www.all-americanmoving.com

Why work for All American?

- **\$500 sign on bonus** for drivers
- **\$350 sign on bonus** for helpers
- **\$300 sign on bonus** for Administrative (office) positions
 - Receive ½ your bonus after 30 days of full time work, then the second ½ after 60 days!
- Get hired for **\$1 more** than what you're currently earning
 - Must provide proof of current hourly rate
- **2 Weeks PAID TIME OFF** – Starts accruing on your **FIRST** paycheck!
- **Overtime pay after 40 hours** for hourly rate positions
- **Fully covered** by All American's Workers' Compensation policy if you are hurt on the job. You don't need to get your own coverage
- **Fully covered** by All American's Unemployment Insurance policy in case you are laid off.
- **Weekly pay** every Weds **direct deposited** into your bank account typically before 9am, or we can write you a check if you prefer
- **Full payroll program** so you don't have to be concerned about paying your own taxes – which means you will likely receive a refund at the beginning of the year!
- All American has **NEVER** missed a payday in over 20 years!
- **Start work tomorrow!**