

Driver Coordinator – Mantei's Transport

We are currently hiring a Driver Coordinator within our Mantei's Calgary location. The successful candidate will be available to answer questions surrounding billing, payroll and dispatch to customers and employees across the organization.

Duties and Responsibilities:

- Act as a point of contact for any and all items / issues that may arise for a driver within your assigned fleet
- Ensure that the assigned loads are confirmed with each of your drivers prior to the completion of your day
- Schedule loads based on safety, customer service, and load efficiency from the customer information received
- Ensure optimal truck utilization and maintain KPI targets
- Ensure communication of accurate information to drivers, such as: load information, reference numbers, weights, etc.
- Confirm loads have been delivered
- Record all safety and service incidents to management
- Respond to customer or drivers email and phone calls to resolve issues in an expedited manner
- Monitor circle of service with driver from acceptance of load, to pick up and delivery
- Monitor driver vacation time, personal time and reset times; escalate concerns where applicable
- Monitor and communicate driver progress on pickup and delivery through total mail and TMW
- Entry of driver accessorial pay information
- Confirm accuracy of driver pay by ensuring routing and accessorial pay information is entered timely into the appropriate fields in TMW
- Ensure that drivers are handing paperwork in to office within 24 hours of delivery
- Monitor after hours phone / email and escalate concerns where applicable
- Actively participate in the driver retention and recruitment process
- Ensure drivers are performing responsibilities in a safe, reliable and professional manner
- Assist Operations Team member(s) as required
- Other duties as required

Job Requirements:

- 2+ years' experience in the Transportation industry would be considered an asset
- Previous experience in a dispatch position is preferred
- Degree or Diploma in a related field or equivalent work experience
- Excellent communication skills - Verbal and written
- Strong computer, organizational and analytical skills
- Experience with TMW is an asset
- Proven ability to deal productively and professionally with internal and external customers
- Ability to multi-task and prioritize in a fast-paced environment
- A strong aptitude for math, problem-solving and auditing
- High level of motivation and energy
- Ability to work in a team environment

We are committed to employment equity and welcomes applications from women, visible minorities, aboriginal people and persons with disabilities.

To apply please submit your resume to:

Kaitlyn Parker

Email: recruiting@seaboard.acl.ca

Phone: 1-902-468-4447 ext 1014

Fax: 1-902-446-7633