



JOB DETAILS

Job Title:	Dispatch Customer Service Representative
Business Unit:	Corporate
Reports To:	Dispatch Team Manager
Location:	Apple Valley, MN
FLSA Status:	Non-Exempt

GET TO KNOW US

AVR, Inc.

Since its beginning in 1966 AVR, Inc. has grown into a successful company based on quiet competence, hard work, experience and innovation. Our founder, Mathias Fischer, always believed that a company's most important attribute is the ability to deliver what it promises. Fifty years of delivering promises have allowed AVR, Inc. and its affiliates to grow and prosper. The legacy of projects and accomplishments are based on that old notion that service and quality create extra value for our customers and our company. Primarily serving the Minneapolis and St. Paul metropolitan area, we are known for our red and white trucks delivering concrete, aggregate, and concrete pumping solutions all over the metro area.

For additional information on AVR, visit www.avrconcrete.com.

Position Objective

Our Dispatcher Customer Service Representative schedules and assigns work for ready mix truck drivers for getting the products to our customers **on time**. It takes just the right person to fit in with our team of high level customer support reps and dispatchers to fully support our elite team of drivers and pump operators. This job is not for everyone, but if you have that entrepreneurial attitude you'll thrive here.

ESSENTIAL DUTIES & RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may change from time to time:

- Communicate directly with customers to take orders, use GPS tracking software, and dispatch orders for materials in a timely and professional manner.
- Customer assurance - ensure all orders are filled properly with the exact materials ordered by customer.
- Schedule workforce Drivers and assign vehicles according to factor such as length and purpose of trip, material requirements, preference of user.
- Ensure maximum efficiency of drivers and material delivery.
- Investigate overdue vehicles by working directly with the Drivers via radio or other means, and keep customers up to speed in real time.
- Act as customer contact for delivery inquiries and coordinate the full sales cycle.
- Manage incoming internal and external customer phone calls, exercising judgment within specification of standard practices.
- Understand and inform customer of warnings related to product hazards, load limits, vehicle weights and limitations.



- Review next day orders to ensure are correctly mapped, have accurate travel times, address and delivery instructions.
- Other duties as assigned.

30-Day Critical Success Factors Include:

- Develop an understanding of all the business units and how they relate to each other.
- Develop a strong rapport and trust within the customer service team members.
- Be able to process an order (order take in).
- Be comfortable do work on your own and ask the team questions as they arise.

JOB SPECIFICATIONS

Skills, Knowledge, and Abilities

- This individual must thrive in a fast-paced workplace with a strong sense of urgency and be able to develop the confidence to make quick decisions.
- Excellent oral (telephone) communication skills.
- Must have very good computer skills to manage multiple programs.
- Experience using dispatch and tracking software preferred.
- Detail oriented with the ability to handle multiple tasks at one time.
- Able to prioritize work; strong organization skills.
- Ability to keep calm in stressful situations.
- Knowledge of the St. Paul/Minneapolis and surrounding areas, including the ability to read and understand maps.

Cultural traits

- Passionate and positive “can do” attitude, willing to learn, to teach and to be a change agent within the company
- Be a contributor to the Team, not a contaminator
- Self-motivated and driven – gets things done
- Being comfortable with the freedom to think and solve problems quickly

Experience/Education

- High School Diploma
- 3-5 years’ experience in customer service

Additional Experiences That Will Make You Stand Out

- Ready-mixed concrete experience or advanced knowledge of concrete.

WORKING CONDITIONS

Adequately lighted, ventilated, and heated area where normal precautions must be observed.

Employee Acknowledgment

Date:
