

# Ricochet Fuel Distributors, Inc.

## JOB DESCRIPTION

**Job Title:** **DISPATCH COORDINATOR** (Customer Service)

**Immediate Supervisor:** Dispatch Supervisor

**Date Prepared:** November 16, 2012

### **General Purpose of the Position:**

Responsible for excellent customer service, primary phone coverage, and managing fuel and oil deliveries.

### **Essential Duties and Responsibilities:**

- Manage and provide high level customer service, including receiving telephone calls, communicating with Sales, and updating customers on order status as required.
- Inform vendors of necessary details of orders.
- Communicate supply and carrier situations to Sales, customers, and vendors.
- Process fuel and oil orders and follow up to obtain needed information and paperwork from drivers.
- Primary phone coverage.
- Anticipate customer needs to add to quality of order fulfillment.
- Maintain Ricochet Reference Rack – internal tool used for looking up vendors.
- Daily fuel price management – look up and compare rack prices, determine outages for next day.
- Work with Facilities Superintendent to maintain appropriate fuel levels at the Ricochet cardlock.
- Work with Service Department to ensure timely fuel delivery aligned with tank deliveries.
- Assist with managing tanks with monitors to ensure customers do not run out of fuel.
- Provide night, weekend and emergency on call availability as needed. (Company phone & laptop provided)
- Maintain excellent relationships with vendors, salespeople, and customers.
- Seek out new suppliers and vendors when needed.
- Maintain confidentiality of financial data at all times.
- Assist Billing department in receiving timely and accurate paperwork from carriers.
- Maintain a current and up-to-date procedure manual on direct responsibilities and provide cross-training to ensure that critical responsibilities are completed when out of the office.
- Recommend to management solutions and best practices for overall company improvement.
- Seek personal development opportunities to improve on the job skills.
- Conform with and abide by all regulations, policies, work procedures, and instructions.
- Adhere to Ricochet's Mission Statement and Core Values at all times; support company goals.
- Maintain regular, prompt attendance.

### **Computer Equipment and Software Requirements:**

- Working knowledge of PC
- Microsoft Office with proficiency in Outlook, Word, & Excel

- Internet navigation, website login, and information research
- Ability to learn and utilize custom software applications
- Familiarity with general office equipment, such as cell phone, laptop, fax/copier machine, postage machine/scale, etc.

### **Education and Experience Required:**

- High school diploma or equivalent
- Minimum 1 year previous experience with multi-phone line system
- Minimum of 2 years direct customer service experience

### **Knowledge, Skills and Abilities Required:**

- Strong customer service skills
- Typing of at least 30 wpm
- Microsoft Office with proficiency in Outlook, Word, & Excel
- Excellent telephone skills
- Excellent oral and written communication skills
- Keen attention to detail
- Self driven, highly motivated, positive "can-do" attitude
- Good basic math skills
- Strong organizational skills
- The ability to prioritize multiple tasks
- Able to work effectively and efficiently under pressure
- Able to work independently without direct supervision
- Able to see a need and act on it without direct supervision
- Able to work as a team member – strong communication skills

### **Key Performance Talents Required (from TriMetrix™ Benchmark):**

<b>Very Important</b>	<b>Important</b>	<b>Somewhat Important</b>
Customer Service	Problem Solving	Influencing Others
Communication	Interpersonal Skills	Leading Others
Resiliency	Personal Accountability	
Teamwork	Flexibility	
Continuous Learning	Goal Achievement	
Self Starting	Conflict Management	
Planning and Organizing	Decision Making	
Self-Management	Diplomacy and Tact	
Attention to Detail		

### **Physical Functions, as a fraction of time spent at work:**

<b>Physical Activity</b>	<b>Time Spent</b>	<b>Lifting or Exerting</b>	<b>Time Spent</b>	<b>Vision Requirements</b>	<b>Time Spent</b>
Standing	<1/3	Up to 10 lbs.	<1/3	Close Vision	>2/3
Walking	<1/3	11-25 lbs.	<1/3	Distance	1/3-2/3
Sitting	>2/3	26-50 lbs.	0	Color	0
Fingering/Handling	>2/3	51-100 lbs.	0	Peripheral	0
Reaching/Climbing	1/3-2/3			Depth Perception	0

Stooping/Crawling	<1/3			Adjust Focus	<1/3
Talking/Hearing	>2/3				

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. Failure to perform assigned duties could result in disciplinary action up to and including termination.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**Date Reviewed:** \_\_\_\_\_

**Employee:** \_\_\_\_\_  
Signature \_\_\_\_\_ Print \_\_\_\_\_

**Supervisor:** \_\_\_\_\_  
Signature \_\_\_\_\_ Print \_\_\_\_\_