

Medcare Express Delivery Services, Inc., of Texas  
8410 Speedway  
San Antonio, TX 78230  
(210)979-6337

M.E.D.S.-Inc. is an Equal Opportunity Employer

## **Essential Elements for the Position of Dispatcher**

This is a multi-task position requiring a person dedicated to professionalism and team orientated proficiency. Listed below are the essential elements required to perform, maintain, and advance in the position of a MEDS-Inc dispatcher. If you do not understand, or have any questions, regarding this job description, please contact the person that gave it to you for further explanation.

### **Communication Skills and Tasks**

1. You must maintain courteous and professional relationships with all Independent Contract (IC) drivers and co-workers while performing many other tasks at the same time.
2. Proper governmental documentation, and other training required to maintain compliance with applicable laws and industry standards.
3. This position requires proper, courteous, and professional telephone communication skills. Examples of in-coming calls you will handle are:
  - a) Customers with a delivery request.
  - b) Customer questions and complaints.
  - c) Potential new customers.
  - d) IC drivers.
  - e) Sales representatives.

### **Computer Skills and Tasks**

1. You must have basic knowledge for using Microsoft Outlook and Word.
2. As necessary, you will be required to learn procedures for:
  - a) Creating and updating Microsoft Excel spreadsheets.
  - b) Warehouse inventory handling and documentation.
  - c) New and updated software applications, as necessary.
3. You will be trained how to use our proprietary order entry and dispatch software. Some of the skills and tasks required are:
  - a) Memorize service types, account codes, and special service needs of particular customers.
  - b) Enter and verify all pertinent information given by the customer and charge the correct account.
  - c) Send and verify data sent to IC drivers.
  - d) Update information associated with deliveries dispatched to IC drivers.

## **Dispatching Skills and Tasks**

Some of the tasks and skills you will require for dispatching deliveries are:

1. Extensive knowledge of the city and surrounding areas.
2. Ability to read maps and give directions.
3. Anticipate expected delivery times based on traffic patterns, IC driver performance history, vehicle types, and other factors.
4. Determine the best available IC driver to complete the delivery on time.
5. Effectively dispatch both on-demand and scheduled delivery work.
6. On average, 70% of our deliveries are called in as on-demand deliveries, and the other 30% are a mix of repeated scheduled work or called in as a single scheduled delivery.
7. Transmit and verify that the IC driver received and accepted the delivery information.
8. Maintain communication with the IC drivers with the use of pagers, two-way radios, or other communication devices.
9. Alert the customer when that their delivery will not arrive on time.
10. Consistently document various factors that have impacted the expected delivery time. such as completing notes in the computer, incident reports, or other data entry or paperwork.
11. Depending on the shift you are hired for, you may be responsible for dispatching: (These are estimations based on the company's recent history.)
  - a) Weekdays: 350 or more deliveries to 20 or more IC drivers.
  - b) Evenings: to day IC drivers as the close out their day, and 100 or more deliveries to as many as 10 IC drivers throughout the shift.
  - c) Weekend Days: 150 or more deliveries to 10 or more IC drivers.
  - d) Nights: 30 or more deliveries to 3 or more IC drivers.

## **Warehouse Inventory Handling Skills and Tasks**

All shifts require some degree of warehouse inventory handling, such as:

1. Filing MEDS' and certain customer's paperwork,
2. Preparing inventory items for shipment by customer and/or governmental specifications.
3. Pulling and refilling certain customer files stored in our warehouse.
4. Complete paperwork and/or computer data entry regarding:
  - a) On-hand inventory of certain items.
  - b) Specific items packed for shipment.
  - c) Inventory items sent to (received by) our office or warehouse.
5. Rearrange stored items within the warehouse or office.
6. Lift or move boxes or items that may up to fifty pounds. (Accommodations can be made if you are unable to lift boxes or items up to this weight.)
7. Within reason, the dispatcher must attempt to complete warehouse handling tasks while performing their dispatching duties.

By signature below, I am indicating that I understand the essential elements for the position of a MEDS-Inc Dispatcher Position.

Signature

Date