

Job Description and Standards of Performance

<u>Position Title:</u> Dispatch Coordinator	<u>Affiliation:</u> Affiliated
<i>Specialization:</i>	
<u>Department:</u> Circulation	<u>Department #:</u> 7223
<u>Date Updated:</u> 6/14/07	<u>Updated by:</u> D. Montgomery
	<u>Job Code #:</u>

Position Purpose/Objective:

Coordinates the activities of the Dispatch operation and ensures the functions are handled in an efficient and complete manner. Provides exemplary customer service to internal and external customers.

The importance of job duties is listed in descending order of priority, with the core duties listed first. Importance relates to the anticipated impact of that duty to the business, department, customer, and/or product.

Position Duties	Meets Expectations When:
Handles the dispatch operation including the coordination of coverage for open routes, shortages and redeliveries; creating reports and coordinating dispatch support provided by Clerk I group. CORE	<ul style="list-style-type: none"> ◆ Dispatching duties are performed in an efficient and complete manner. ◆ Customer impact due to service issues is minimized. ◆ Communication with all relevant parties is effective, timely and professional. ◆ Subscriber information is provided to Clerks for data entry in a timely manner. ◆ Reports are generated in a timely and accurate manner.
Provides direction to the Clerk I group as needed. CORE	<ul style="list-style-type: none"> ◆ In the absence of CIS manager/supervisor, provides effective coordination of the efforts of the Clerk I workgroup.
Answers internal and external customer inquiries. CORE	<ul style="list-style-type: none"> ◆ All inquiries are handled in a timely, efficient and professional Manner. ◆ Ensures that, after dispatching duties are handled, performing customer service duties is the top priority of assigned tasks. ◆ Adheres to established procedures as they relate to customer service activities.

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Enters transactions into the computer Core	◆ Transactions are entered in a timely and accurate manner into the CIS system.
Ensures customer satisfaction in every transaction CORE	◆ Conducts necessary follow-up to ensure completeness and customer satisfaction.
Maintains appropriate paperwork as it relates to customer transactions. Supporting	Paperwork is completed and forwarded to the appropriate party in a timely and accurate manner.
Uses available technology to support efforts as needed. Supporting	Possesses adequate knowledge of all pertinent software/systems necessary to perform duties efficiently.
Performs other related duties as assigned Supporting	Additional related duties are performed in a timely and accurate manner.

Required Education and/or Experience/Knowledge:

High school diploma or equivalent required

Customer service experience required / Previous Dispatch experience desired

Required Skills:

Basic math skills

Detail-oriented

Data Entry experience

Moderate competency using spreadsheet software

Excellent telephone/communication skills

Ability to maintain composure and work effectively under pressure and deadlines

This position reports to:

Regional Home Delivery Manager