

# Shipping Administrator and Dispatcher

**HOURS OF WORK: 7:30AM – 5:00PM**

## THE JOB

As a linchpin in our pursuit of operational excellence, the shipping Administration/Dispatcher assumes a crucial role overseeing the intricacies of tagging, receiving, dispatching, and managing customer returns. This dynamic position requires not only meticulous attention to detail but also effective communication skills and an unwavering commitment to upholding the organization's high standards in inventory management

## DUTIES & RESPONSIBILITIES

### Appointment Scheduling and Coordination:

- Skillfully manage appointments with trucking companies, ensuring a dynamic and efficient calendar.
- Communicate daily schedules to Yard Supervisors for the seamless movement of trucks in and out of the yard.
- Foster collaborative relationships with trucking companies to optimize the efficiency of appointment scheduling.
- Take charge of scheduling with CN Rail, Intermodal, and CP Intermodal, strategically minimizing demurrage charges.

### Dispatch Responsibilities:

- Receive and record both emergency and non-emergency calls, dispatch orders, and prioritize based on urgency.
- Utilize radio, phone, or computer systems to coordinate field units, monitoring routes and status.
- Provide field units with vital information about orders, traffic, obstacles, and specific requirements.
- Proactively engage in monitoring and ensuring the timely execution of assigned routes, making real-time adjustments as needed.
- Employ effective communication channels to relay information promptly, ensuring the smooth orchestration of all dispatch-related activities.
- Collaborate with drivers to address concerns and provide timely solutions to unforeseen challenges.
- Regularly update and maintain comprehensive logs and records of all dispatched activities, ensuring accurate documentation for future reference.



- Good knowledge about routes and highways.

#### **Communication and Quality Assurance:**

- Establish open lines of communication with Purchasing and Industrial Sales for timely updates on product arrivals.
- Navigate Direct Shipment redirection efficiently, proactively identifying discrepancies in documentation.
- Actively inform stakeholders of any changes and ensure redirection of Direct Shipment loads.

#### **Record Keeping and Paperwork:**

- Utilize technological solutions for seamless document scanning into Smart Search, ensuring an organized documentation process.
- Ensure the accurate and timely completion of all paperwork, maintaining compliance with standards.

#### **Inventory and Location Management:**

- Collaborate closely with Yard Supervisors to effectively communicate the locations of special-order materials.
- Execute precise searches for product locations, providing verbal and physical support to forklift operators.
- Undertake proactive measures to keep rail troughs clear of ice and debris, promoting a safe operational environment.
- Engage in regular cycle counts to uphold accurate inventory levels.

#### **Team Collaboration and Backup Roles:**

- Cultivate strong relationships with the Inventory Control Manager and provide support to the Shipping Supervisor.
- Actively contribute to making Weston Forest the foremost forest product service company and the supplier of choice.

### **KNOWLEDGE & SKILLS REQUIRED**

- In-depth understanding of WF Operations processes.
- Consistent high performance, excellent communication skills, and a track record of reliability.
- Proficiency in Tallyworks and MS Office.

- Background in lumber products and prior experience in receiving operations are highly valued.
- Must have 2 years of dispatching experience.

*Note: The Shipping Administration/Dispatcher is expected to adapt to additional duties assigned by the supervisor, demonstrating adaptability and a commitment to the holistic success of organizational operations.*

## **THE COMPANY**

Weston Forest originated as a family business in 1953. Today we are a vital, dynamic organization, repeatedly acknowledged by the Canadian Business Growth 500 as one of Canada's Fastest-Growing Companies, recognized by Deloitte as one of Canada's Best Managed Companies, recipient of the Canadian Business Excellence Awards for Private Businesses, and a winner of Waterstone Canada's Most Admired Corporate Cultures Award.

Our culture is one of personal growth, continuous improvement, and opportunity. It is vibrant, informal, and inclusive. We live by our brand promise: *"YOU'LL LOVE DOING BUSINESS WITH US"*.

### ***Our Brand Promise:***

YOU'LL LOVE DOING BUSINESS WITH US

### ***Our Core Values:***

- Entrepreneurial organization committed to continuous improvement.
- We do what we say.
- Inspiring personal and professional growth
- Your success is our success.
- More than just a place to work.
- Results matter, but people matter more.

### ***Our Mission:***

We quickly respond to our customers' needs and solve their issues with a wide variety of solutions that benefit their business.

### ***Our Vision:***

We create two-way relationships with customers and suppliers, offer diverse opportunities for our team, promote open communication with all of our stakeholders, focus on strengthening our industry and growing our company.

### ***Our Value Proposition:***

Weston Forest delivers the right solutions. We are truly focused on creating great relationships and becoming your go-to source – by doing what we say we'll do. We have proven our expertise and commitment to become one of North America's strongest and most respected organizations. Today, Weston Forest is a trusted partner to our customers, suppliers and employees. We will continue to find new ways to solve your



challenges and take an active role in building a sustainable industry.

**Recent Awards:**

- Proud to be named one of Canada's 10 Most Admired Corporate Cultures
- Repeat winner of CANADA'S BEST MANAGED COMPANIES
- One of Canada's PROFIT 500 Fastest-Growing Companies
- Recipient of the Canadian Business Excellence Awards for Private Businesses

**Weston Forest is committed to an inclusive, barrier-free recruitment process and work environment. Please advise Human Resources of any accommodations that are required. Any information regarding accommodation will be treated as confidential.**

