



Job Title:	Dispatcher	Location:	Winchester, VA
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Reports to:	Branch Manager	FLSA Status:	Salaried Exempt
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Company Overview:

W. O. Grubb is the leading provider of crane rental and steel erection services in the Mid-Atlantic United States. W. O. Grubb was founded in the 1960's with a basic concept, which was to provide high quality steel erection services, equipment, manpower and superior responsiveness to our customers. W. O. Grubb is one of the largest family owned and operated crane rental companies in the nation. Multiple locations serve Virginia, Maryland and surrounding states with crane rentals and service.

Description Summary:

A Dispatcher is responsible for coordinating, scheduling, and assigning labor and equipment in order to provide service to our customers in a timely manner. The individual typically exercises substantial discretion under limited supervision and is expected to work long hours including "off-hour" telephone coverage, and is subject to working weekends and holidays.

Responsibilities:

- Monitors and maintains a log of all equipment and personnel;
- Monitors activities and evaluates whether related regulations, policies and procedural guidelines are followed;
- Operates and maintains office equipment including, telephone, facsimile, photocopier, Microsoft Windows, and the Fleet Cost & Care system;
- Evaluates, processes and transmits information, instructions, and permits;
- Prepares daily dispatch reports and determines schedules and forwards as appropriate;
- Evaluates DOT regulations and takes action to ensure compliance;
- Evaluates labor and equipment needs, assigns and dispatches labor and equipment and maintains communication with operators and drivers;
- Coordinates with the local branch manager and dispatchers in other branches to determine efficient scheduling of labor and equipment that utilizes branch-level and Company resources in the most cost-effective manner;
- Acts as a liaison between customers, salesmen, operators, and operations;
- Determines how to conduct layoffs when necessary to reduce labor force due to lack of work;
- Assesses changing weather conditions affecting crews and determines when to suspend activities if necessary;
- Creates appropriate maps and direction charts to assure compliance with applicable permit laws;
- Conducts all business in a professional, respectful manner;
- Maintaining customer relationships, insuring customers satisfaction, and responding to customer complaints;

- Handling problems or emergencies that arise in the field;
- Taking orders from customers and entering into crane rental agreements;
- In filling customers' orders consider operator's familiarity with the job sites, operator's relationship with the customer, a particular needs of the job, the dimensions, capacity and sizes of the cranes, the reliability and qualifications of the operator;
- Preparing and reviewing job tickets;
- Maintaining the crane rental schedule.

Knowledge, Skills, and Experience

Essential:

- Must be proficient with basic computer skills (i.e. Microsoft Word, Excel, etc.);
- Problem solver – exercise discretion and judgment to best manage available resources;
- Knowledge of local geography;
- Time management skills;
- Punctual;
- Assumes responsibility;
- Takes responsibility for exercising independent judgment within areas of responsibility;
- Can work under stress;
- Service orientated;
- Excellent communication skills;
- Possess a minimum of a high school diploma or equivalent;
- Must be able to pass a drug test, background check, and fit for duty test.

Desired:

- Prefer candidates with at least an Associate's degree;
- Prefer candidates with at least 1-3 years of experience in a busy office setting;
- Previous experience with transportation, heavy equipment, or the crane and hoisting industry is an asset.

Physical Demands:

The Americans with Disabilities Act (ADA) requires employers to identify essential functions of a role. As a result, the following table was created. Please note: This checklist should not be considered all-inclusive.

Function	Essential Function		Frequency		
	Yes	No	Occasional (1-33% of the time)	Regular (34-66% of the time)	Constant (67-100% of the time)
Balancing	X		X		
Bending	X		X		
Carrying	X		X		
Climbing	X		X		
Crawling	X		X		
Driving	X		X		
Filing	X				X
Fingering	X				X
Hand/Eye coordination	X		X		
Hearing	X				X
Kneeling	X		X		
Lifting bulky items	X		X		
Lifting from arm level	X		X		
Lifting from floor level	X		X		
Lifting objects 10-24 lbs.	X		X		
Lifting objects 25-49 lbs.	X		X		
Lifting objects > 50 lbs.		X			
Pulling	X		X		

Function	Essential Function		Frequency		
	Yes	No	Occasional (1-33% of the time)	Regular (34-66% of the time)	Constant (67-100% of the time)
Pushing	X		X		
Reaching above shoulders	X		X		
Reaching below shoulders	X		X		
Reading - English	X				X
Sitting	X				X
Speaking - English	X				X
Standing	X		X		
Stooping	X		X		
Twisting/Turning	X		X		
Typing/Word processing	X				X
Vision – Color ID	X		X		
Vision – Depth perception	X		X		
Vision - Near	X				X
Walking	X		X		
Writing - English	X				X

- Approximately 90% of time spent in usual office conditions;
- Approximately 10% of time spent in external conditions which may include temperature variance, elevated noise levels, dust and fumes;
- Travel is required.

Reasonable accommodations will be made to enable individuals with disabilities to perform the tasks.

Work Environment:

Majority of time spent in an office environment. The employee may be required to wear appropriate PPE equipment when exposed to external environment. The employee could occasionally be exposed to extreme temperatures or other inclement weather.

How to Apply:

If you have the desire and feel you are ready to work in a high-performance, fast-paced environment, please visit our website at www.wogrubb.com and submit your resume online.

W.O. Grubb Steel Erection is proud to be an Equal Opportunity Employer