

Dispatcher Job Ad

Winnipeg Harvest is a fast-paced and energetic workplace with employees that care about the work we do and the communities that we serve. As a not-for-profit, community-based organization, our goal is to collect and share food with people that are hungry and offer training opportunities to help people step up and out of poverty.

Winnipeg Harvest is an outstanding place with employees that care greatly about the work that we do and the people that we work with and serve. We are seeking a passionate and motivated **Full-Time Permanent Dispatcher** that will work well with our team.

The Dispatcher is responsible for organizing and executing the daily pick-up and delivery objectives for the Warehouse by coordinating the scheduling and routing of driver trips and working closely with the drivers to achieve and maintain high service levels. The Dispatcher works closely with the Warehouse team to ensure all trips are coordinated, company resources are optimized, and customer/donor/stakeholder needs are being fully met and/or exceeded. The Dispatcher must have exceptional customer service, organizational and time management skills, and should be knowledgeable about our city routes.

What you'll do:

- Coordinate and prioritize pick-ups from donors, providing exceptional customer service.
- Liaise with various internal teams to coordinate timely and accurate deliveries to partner agencies.
- Coordinate the various aspects of our fleet, from scheduling volunteer drivers to setting expectations and accurately communicating work assignments.
- Ensure the fleet is maintained & in safe working order.
- Field high-volume calls from donors, staff & drivers; respond appropriately to each, re-prioritizing as needed.
- Accurately track and report food weights and logistics and oversee a variety of administrative tasks.
- Evaluate barriers to the successful completion of duties, and work with the team to overcome them.
- Facilitates the training of volunteers in the Dispatch/Logistics area, ensuring an understanding of roles, expectations, and a positive volunteer experience.
- As a member of the Winnipeg Harvest CREW, support the team however needed to ensure operational needs are being met.

About You:

- Post-Secondary education in logistics or related discipline is a substantial asset.
- Excellent customer service abilities with a natural desire to provide exceptional service and build strong relationships with Drivers.
- Proven ability to work in a fast-paced warehouse environment to ensure accuracy, compliance, and a team culture of excellence.
- Proven analytical and problem-solving skills. Ability to quickly understand and identify issues and propose solutions.
- Proven ability to effectively prioritize workflow to ensure deadlines are met in a fast-paced environment. Able to adapt to shifting priorities.
- Analytical; logical thinker with ability to think two steps ahead and successfully analyze different pieces of information and put them together like a puzzle.
- Excellent communication skills, both verbal and written.
- Dedicated to continuous improvement and ability to identify opportunities to increase efficiency and enhance results. Ability to manage and adapt to change.



Dispatcher Job Ad

Winnipeg Harvest is a fast-paced and energetic workplace with employees that care about the work we do and the communities that we serve. As a not-for-profit, community-based organization, our goal is to collect and share food with people that are hungry and offer training opportunities to help people step up and out of poverty.

- Approachable, positive demeanor with a hands-on and team-oriented work style.
- Valid class 5 driver's license required; experience driving 3 & 5-ton trucks is an asset.
- 3-5 years of experience in a fast-paced dispatch and logistics role is strongly preferred.
- Ability to organize, influence and motivate volunteers and employees toward action.
- Collaborative with an understanding of the needs of partner agencies, CREW members and volunteer groups.
- Experience working with (and preferably implementing) vehicle routing software.
- Experience with safe food handling procedures (HACCP), preferably with a current Food Handler's Certificate.
- Previous forklift certification is an asset.
- Ability to pass a criminal background check and child abuse registry check.
- A strong belief in the dignity of all human beings and a positive and caring approach.

Evening and weekend shifts will be required as business levels dictate.

Think you have what it takes to join our outstanding CREW? [Let's talk.](#)

To learn more about this opportunity, visit: www.winnipeg Harvest.org/about/join-the-team/

Apply by email with your resume and cover letter at: hr@winnipeg Harvest.org

We thank all candidates for their interest; however only those with the required qualifications will be contacted.

Please note this is a job ad and a full job description will be available for the successful candidate.