



MANUFACTURERS OF QUALITY BUILDING COMPONENTS

**N14685 Copenhaver Ave.**

**Stanley, WI 54768**

Phone 715-644-0765

hixwood.com

Fax 715-644-4931

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**Job Title: Dispatch Manager**  
**Reports to: Operations Manager**  
**Hours: Full time**

**Position Purpose:** Responsible for organizing the daily dispatch of drivers in a safe and timely manner by working closely with Operations Managers and Inside Sales Reps to ensure deliveries are properly scheduled and executed to guarantee superior customer service.

**The job requirements include but are not limited to the following:**

**Core Value Expectations:**

- Actively pursue high character, high trust, and high performance personally, corporately, and in all aspects of the position.
- Provide distinctive quality and unparalleled customer service both internally and externally.
- Demonstrate and promote integrity, respect, and teamwork.
- Invite others to help you grow through living authentically with nothing to prove, lose or hide.
- Evidence humility by actively receiving teaching and mentoring.

**Primary Role Expectations:**

- Oversee driving and dispatch team to maximize efficiency and customer delivery responsiveness.
- Demonstrate working knowledge of laws, regulations, and DOT requirements.
- Monitor driver progress and adjust schedules as pick-up and delivery orders come in.
- Maximize truck loads outbound and inbound.
- Optimize use of overtime and outside haulers to deliver superior customer service.
- Maintaining customer relations via phone, making additions, cancellations, and changes regarding equipment location or delivery time.
- Demonstrate commitment to safety and discipline through exemplary personal compliance, accountability, and pro-active communication.
- Perform all safety inspections within company and governmental policies.
- Maintain fleet vehicles and equipment to ensure safety and compliance.
- Provide accurate records within reporting systems.
- Other duties as assigned.

**Qualifications:**

- Great customer service skills are a must!
- Technical knowledge of DOT/Federal Motor Carrier rules, regulations and record keeping.
- Diligent attention to safety.
- Strong ability to multitask in a fast-paced environment.
- Strong leadership, organizational, verbal, and written communication skills.
- Strong logistical, critical thinking skills and the ability to exercise sound judgement and make decisions.
- Have excellent people skills with a positive attitude.



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- Experience with Office Productivity Tools (Word, Excel, PowerPoint, Outlook) is a plus.

**Education and Experience Requirements:**

- 3 -5 years of experience.
- High School diploma or equivalent.
- Valid driver's license with acceptable driving record preferred.

**Physical Requirements:**

- Must be able to lift at least 25 lbs.
- Walking, standing, and sitting for extended periods of time.

**Other Aspects:**

**General:**

- Job Type: Full-time
- Hourly w/overtime – based on experience.
- Weekly pay

**Schedule:**

- Present during current Hixwood hours, generally 6:30am – 4:30pm w/ some Saturday mornings.

**Benefits:**

- 401(k)
- Health insurance
- Dental insurance
- Vision insurance
- Health savings account
- Paid time off
- Holiday pay

**Work Location:**

- One location
- Primarily in office
- Will need to travel to Customer Locations

**Work Remotely:**

- No