



JOB DESCRIPTION FORM

JOB TITLE Dispatch Manager	INCUMBENT NAME & INITIALS	DEPARTMENT Supply Chain	
EMPL. NUMBER	MONTHLY <input checked="" type="checkbox"/>	HOURLY <input type="checkbox"/>	TEMP <input type="checkbox"/>
REPORTS TO Name: De Villiers Venter		Title: Supply chain executive	
SHIFT: Permanent Day Shift		DATE WRITTEN: 3 Dec 2018	
GENERAL DESCRIPTION (How would you describe this job to someone who has never done it?) Dispatch Managers control the workflow of employees at warehouses and call centers. It is their responsibility to ensure all goods are accounted for each shipment, and to ensure each shipment arrives on time. This is not your typical office position. Dispatch Managers work directly on the warehouse or call center floor to make sure everything gets done. The role of Dispatch Manager requires a combination of hard and soft skills to be successful. This is a fast-paced position that involves a lot of moving parts, so it requires someone who has above average organization and prioritization skills. This role is also a managerial position, so it takes someone who thrives in a leadership position to be successful. They have to be able to evaluate and develop talent, and they also have to be able to motivate their employees to give their best each day.			
KEY PERFORMANCE INDICATOR (What do you have to be able to do to achieve the desired results of your job? Include management and leadership responsibilities for work team leaders.)	MAJOR ACTIVITIES / PRINCIPAL DUTIES & RESPONSIBILITIES (List tasked linked to key performance indicators)		
1. Supervisory Activities	<ul style="list-style-type: none"> • Ensure daily staff attendance is monitored. • Ensure that hand over of shifts is done correctly. • Conducting stock takes on a monthly basis to ensure validity of physical stock. • Responsible for the upkeep of applicable housekeeping standards. • Responsible for a disciplined workforce / resolving conflict in an amicable manner and in accord with the company policies and procedures. • Promoting the company values and instilling motivation. 		
2. Outbound Tasks	<ul style="list-style-type: none"> • Responsible for blind counts on all DC and replenishment deliveries. • Ensure that orders are picked and checked accurately. • Ensure stock being sent is clean and damage free (on time, quantity and quality). • Optimize vehicle utilization for DC deliveries and local deliveries of internal fleet • Optimize route planning for internal and contractor fleets • Managing and controlling distribution expenses and implementing cost saving initiatives • Keep record of employee and vehicle productivity • Develop and maintain efficient and effective workflows • Arrange vehicles for collection of stock from warehouse and third-party manufacturers • 		
3. Inbound Tasks	<ul style="list-style-type: none"> • Ensure stock is checked in for returns from third party logistics provider. • Ensure stock being returned by transporters and drivers is checked and returned to the warehouse daily. • Check that stock being returned matches the debrief documentation. • Checking that Uplifts being collected match the relevant return documentation. 		
4. Safety and Housekeeping	<ul style="list-style-type: none"> • Responsible for the shift safeness of employees and the applicable equipment used in the area. • Keep all machines i.e. pallet jack / forklifts / reach trucks in good and clean working order, along with a clean and tidy warehouse. • Responsible for good housekeeping and a safe working environment in the Finished Goods areas. • Ensure compliance in terms of the OHSA. 		
5. Ad hoc task	<ul style="list-style-type: none"> • Assisting with ad hoc tasks and enquiries if and when required. 		
Knowledge, Skills and Abilities Required (List the specific critical items needed to perform this function)			
<ol style="list-style-type: none"> 1. Knowledge and understanding of warehouse principles, activities and functions (inbound and outbound). 2. Basic understanding of Health and Safety regulatory requirements. 3. Computer literacy: MS Office. 4. Language ability: Must be able to converse, read and write fluently in English. 5. Attention to detail is imperative. 6. Sage experience and understanding will be beneficial. 7. Ability to work independently. 8. Must take pride in his/her work. 9. Willing to work overtime as and when required. 10. Willing to work shifts. 11. Resilience to work under pressure. 			
MINIMUM REQUIREMENTS (What is required to perform the Essential Duties? E.g. qualification, yrs experience)			
<ul style="list-style-type: none"> • 3 to 5 years related working experience in a Warehouse environment. • Minimum Qualification: Grade 12. • A Supply Chain, Logistics or SAPICS qualification is advantageous 			
WORKING CONDITIONS			
I have reviewed and determined that this job description accurately reflects the position.			
Superior/Manager signature	Date	Employee signature	Date
The above job description is not intended to be an all-inclusive list of the duties and responsibilities & can change due to operational requirements.			