
Dispatcher

[Monday to Friday – 9:00am to 5:00pm]

Concord, Ontario

WHO WE ARE

Calyx Ground Transportation Solutions offers LTL and TL services across a national terminal network. With a mix of intermodal and road-based services, we help customers optimize their cost, service and geographical challenges.

ABOUT THE ROLE

A member of our Dispatch team, the *Dispatcher* will optimize the use of drivers and equipment to facilitate the timely pick-up/delivery of freight and provide first-level customer service response to our client group on any service issues – all while balancing service and cost on a ‘per dispatch’ basis.

RESPONSIBILITIES

- Direct driver service employees to pick-up and/or delivery destinations throughout the GTA;
- Scrutinize the location of dispatched drivers and equipment; and,
- Resolve any daily pick up or delivery concerns emanating from our customer group.

WHAT YOU’LL NEED TO SUCCEED

- An ability to manage ongoing relationships with driver service employees, our rail service providers, customers and colleagues across departments in a timely, respectful and professional manner;
- A capacity to see issues before they develop in the course of juggling multiple assignments in an extremely busy dispatch environment;
- Highly developed organizational skills, coupled with a ‘hands-on’ commitment to customer service, teamwork and getting the job done;
- Three to five years of progressive experience within a freight-forwarding/transportation environment – with practical exposure to LTL management across a large fleet; and,
- A demonstrated comfort using basic desktop computer applications (incl. computerized dispatch systems).

ABOUT THE CALYX TRANSPORTATION GROUP

Calyx Transportation Group is a leading provider of transportation and logistics services. We provide seamless delivery into, out of, and throughout North America, backed by leading edge technology and an unflinching standard of quality. We combine that with a consultative approach, providing solutions based on our customers’ needs and a perpetual commitment to cost savings. Our complete suite of solutions includes:

- ✓ Expedited, over-the-road and intermodal TL and LTL across Canada
- ✓ Advanced freight brokerage services throughout North America
- ✓ Transportation management solutions and 4PL services with full analysis capabilities
- ✓ International ocean and air freight forwarding

INTERNAL POSTING

- ✓ Closed loop transportation and dedicated contract carriage
- ✓ 3rd party logistics including contract and warehousing throughout North America

APPLICATIONS

Those interested in being considered for this role are invited to forward their resume and cover letter by the close of **February 10th, 2012** to:

careers@calyxinc.com

Calyx Ground Transportation Solutions
Solutions for a connected world.

This posting is open to internal and external candidates.