

## Dispatcher

### Description

Dispatchers play an important role in coordinating product shipments and transfers. Their duties combine some aspects of logistics and customer service. Additionally, they will take, process, and prepare orders for pickup or delivery. They will also track and report all shipments to security regarding authorizations on property after hours.

### Education/Training Requirements

- High School Diploma (required)
- Associate's degree in Agricultural Business or General Business (helpful)

### Recommended High School Coursework

- Agriculture Education
- Mathematics
- Computer Skills

### Common Responsibilities

- Accept calls from sales staff, customers and other locations for order of materials
- Take, process and prepare orders for pickup or delivery
- Coordinate product transfers between locations
- Contact trucking companies to coordinate shipments
- Instruct drivers on load requirements
- Complete orders accurately and in a timely manner
- Complete weight tags, bills of loading and hazardous material shipping papers
- Take product-order inquiries via phone and email
- Communicate directions and instructions
- Keep track of inventory of products stored in warehouses and in bulk storage
- Calculate total quantities of product by weight and/or volumetric measurements
- Perform customer service duties as needed
- Provide backup and assistance to other dispatchers and/or receptionist
- Track and report all shipments to security regarding authorizations on property

### Typical Employers

Dispatchers can work for agricultural retailers, cooperatives, animal production companies, feed mills, logistics companies and other types of businesses where products are transported.

### Additional Resources

- [Agricultural Retailers Association](#)
- [American Trucking Association](#)