



DISPATCHER

Dispatchers supervise and coordinate activities of workers engaged in manufacturing products and delivery of products. They quote prices and receive orders for various company products. They establish delivery schedules according to truck capacities, distances to delivery site, and unloading time. Prepares invoices, delivery tickets, and related shipping documents and assign drivers for deliveries.

Program:

Students will learn the Hours of Service as pertaining to Canadian and USA law. This information along with Load Building, Maps and Atlases, Automated Commercial Environment (Customs Border Protection) and Advanced Commercial Information (Canadian Border Services Agency) is some of the knowledge you will gain to increase profits and your value as a dispatcher in your new career.

Colleges :

- AVAAL-DISPATCH TRAINING
- CANADIAN AUTOMOTIVE & TRUCKING INSTITUTE-DISPATCH TRAINING
- PROGRESSIVE TRAINING COLLEGE OF BUSINESS & HEALTH-DISPATCHER



N.O.C. 1525

DUTIES

Reading Text
 Document Use
 Measurements & Calculations
 Problem Solving
 Critical Thinking

SKILLS

- Answer telephone requests for service or receive requests from telephone operators
- Process and transmit information to field personnel via radio or computer-aided dispatch or software
- Prepare daily work schedules and runs, keeps records and logs of calls
- Monitor personnel workloads and locations
- Maintain work records and prepare reports (for example, accident reports, complaint forms)
- Multi-task requests for service and dispatch at the same time often dealing with the unexpected

EDUCATION

- A high school diploma is required
- Class "B" License may be required
- Years of experience could lead to internal career promotions

HAND ASSOCIATION

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Hamilton, On

L8R 3L1