



NON-MANAGEMENT JOB DESCRIPTION

JOB TITLE:	DISPATCHER	LOCATION:	PROVIDENCE																								
REPORTS TO:	TERMINAL SUPERVISOR	JOB CODE:	03-02-30-25																								
DIVISION:	-	GRADE:	03																								
DEPARTMENT:	INVENTORY & PROCUREMENT	SECTION:	INVENTORY																								
SUMMARY STATEMENT	Responsible for preparing documents to dispatch goods to various distinctions by ensuring filling of storage and vehicular fuel-tanks.																										
D U T I E S R E F I B U L L I T I S	DESCRIPTION OF DUTIES:																										
	<p>SCHEDULES and DISPATCHES workers, work crews, equipment or service vehicles for conveyance of materials, freight or passengers or for normal service, installation, service or emergency repairs rendered outside the place of business.</p> <p>ACTS as communication personal for emergency or non-emergency, calls required, TRANSMITS ⁰ messages or tracks vehicles.</p> <p>ADDRESSES problems and/as required by transmitting information or providing solutions.</p> <p>RECEIVES dispatch orders for products or deliveries. RELAYS work orders, messages and information to and from work crews, supervisors and field inspectors using telephones or two-way radios.</p> <p>PRIORITIZES calls according to urgency and importance; USES Radios, phone or computer to send crews, vehicles or other field units to coordinate and prioritize their schedule.</p> <p>MAINTAINS logs and records of calls, activities and other information.</p> <p>ARRANGES for necessary repairs in order to restore service schedule.</p> <p>CONFERS with customers or supervising personnel in order to address questions, problems and requests for service or equipment.</p> <p>RECEIVES and PREPARES work orders.</p> <p>OVERSEES all communications within specifically assigned areas.</p> <p>MONITORS personnel and EQUIPMENT locations and utilisation in order to coordinate service and schedules.</p>																										
	RECORDS and MAINTAINS files and records of customer requirements, work or services performed, charges, expenses, inventory and other dispatch information.																										
<p>The above responsibility statements identify specific duties necessary to attain GuyOil's overall objectives while not precluding the job holder from carrying out other related activities that may be inherent in the job.</p>																											
WORK FIELD DATA	<p>WORK FIELD:</p> <p>WORK REQUIREMENTS:</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left;"><u>MACHINES</u></th> <th style="text-align: left;"><u>TOOLS</u></th> <th style="text-align: left;"><u>WORK AIDS</u></th> <th style="text-align: left;"><u>EQUIPMENT</u></th> </tr> </thead> <tbody> <tr> <td>Computer</td> <td>Pens</td> <td>Dispatch Book</td> <td>Message Pads</td> </tr> <tr> <td>Printer</td> <td>Pencils</td> <td>Record Book</td> <td>Floor Maps</td> </tr> <tr> <td>Photocopier</td> <td>Staple Machine</td> <td>Directories (Internal & External)</td> <td>Charts</td> </tr> <tr> <td>Scanner</td> <td>Folders</td> <td>Log Books</td> <td>Schedules</td> </tr> <tr> <td></td> <td>Highlighters</td> <td>Rubber Stamps</td> <td></td> </tr> </tbody> </table>			<u>MACHINES</u>	<u>TOOLS</u>	<u>WORK AIDS</u>	<u>EQUIPMENT</u>	Computer	Pens	Dispatch Book	Message Pads	Printer	Pencils	Record Book	Floor Maps	Photocopier	Staple Machine	Directories (Internal & External)	Charts	Scanner	Folders	Log Books	Schedules		Highlighters	Rubber Stamps	
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QUALIFICATIONS PROFILE

JOB TITLE: Dispatcher		JOB CODE : 03-02-30-25		
FACTORS		SUBSTANTIATING DATA	DEGREES	POINTS
1	EDUCATION	Five (5) GCE 'O' Levels or CXC General up to Grade II, including English Language, Mathematics, Integrated Science, Information Technology, Electronic Data Processing Management. Ability to maintain records of goods dispatched to various destinations.	5	23
2	EXPERIENCE/JOB KNOWLEDGE	Ability to perform clerical and other relevant tasks. Ability to manipulate valves to open and close pipelines to facilitate pumping of products in storage tanks for final destination requires knowledge rules and procedures.	4	33
3	SUPERVISION	Responsible for work assignments which are dictated by the structured nature of the work. Generally adheres to instructions. Required to exercise judgment and/or refer to Supervisor in unfamiliar situations.	3	26
4	RESPONSIBILITY FOR MATERIALS, CASH, ETC	Responsible for preparing documents to dispatch goods to various destinations by ensuring filling of storage and vehicular fuel-tanks.	3	25
5	COMPLIANCE	The Incumbent is required to comply with the regulations regarding fuel products in fuel tanks to facilitate movement between locations. Situations to which specific guidelines and regulations cannot be applied are referred to Supervisor.	3	23
6	QUALITY OF WORK	The Incumbent must be able to manipulate valves to facilitate pumping products into storage tanks to final destinations. Must climb tanks to check ullage gauge.	3	22
7	ANALYTICAL SKILL	Regular analysis of data and information for processing within defined regulations and rules. Varied duties requiring focused analysis which may affect accuracy, timeliness or usefulness of results. Steady concentration is required to ensure safe and accurate pumping.	3	21
8	TECHNICAL/ PROFESSIONAL	The Incumbent works in strict adherence to oral and written instructions. Deviations must be authorized by supervisor.	3	19
9	INTERPERSONAL SKILL	The interpersonal contacts with staff and sections. Frequent contact is made via radio and telephone.	3	19
10	MENTAL AND VISUAL DEMANDS	Average attention to detail and in interpreting data and information relevant to the effective conduct of completing operations and a broad range of homogenous activities.	3	17
11	WORKING ENVIRONMENT	Works as part of Team, handling requests for telephone service from other members of the Team. Responds to deadlines and priorities of staff. Working environment is inside/outside in high places, in subject to fumes, dirt and toxic conditions.	2	60
LICENCES:			TOTAL:	288
SIGNATURES:				
PREPARED BY: S.V. JONES ASSOCIATES		DATE:		
REVIEWED BY _____	DESIG. _____	DATE: _____		
APPROVED BY _____	DESIG. _____	DATE: _____		
APPROVED BY _____	DESIG. _____	DATE: _____		