**JOB TITLE:** Dispatcher

**TERM:** Full Time

**LOCATION**: Mississauga, ON

**APPLICATION SUBMISSION DEADLINE: Open until filled**

BigSteelBox - Canada’s leading provider of portable storage solutions, is looking for a Dispatcher for our Mississauga store location.

Are you a helper? Many of our customers are going through challenging situations, and we’re here to minimize the stress they experience with moving and storage. One of the ways we do this as an organization is to focus on creating a supportive, service-oriented culture.

“We Love our Family” is one of our core values, and it epitomizes how we feel about everyone on our team. As a key customer contact, we’ll help you deliver an exceptional customer experience. If anything ever goes wrong, your colleagues will be there to help, and BigSteelBox will have your back. That may sound too good to be true, but that’s how we roll.

You’ll be super successful in this role if you can empathize with our customers and have fun with your co-workers. “We Have Fun” is another one of our core values, so that’s another mandatory at BigSteelBox. We take our responsibilities seriously, but we love to laugh, and we want everyone to have a smile on their face at the end of the day! Doesn’t that sound like an awesome way to live your life?

This is a full-time position Monday to Friday, 8:00 am – 5:00 pm, starting as soon as possible. The position offers a competitive base salary, an annual incentive scheme, a competitive benefits package, and a company-matching RRSP program that kicks in after 3 months.

Working under the supervision of the Store Manager, the Office Administrator / Dispatch will be responsible for coordinating deliveries, pickups, and moves of BigSteelBoxes, managing the local dispatch calendars, completing and filing daily reports, and providing knowledgeable, professional advice about BigSteelBox products and services to help customers with their storage needs. They will be required to achieve business targets through excellent communication skills and the establishment of ongoing rapport with existing and potential customers to maintain optimal relationships.

What makes BigSteelBox unique? Check out our website to learn more about our core values and what drives our BigSteelBox family.

Go ahead and apply. It could be the best decision you’ll make today!

**THE EXPERIENCE AND QUALIFICATIONS WE ARE LOOKING FOR:**

* Minimum Education: Grade 12
* Two or more years of direct work experience in customer service is an asset but not required.
* Two or more years of direct work experience in dispatching is an asset but not required
* Forklift Certification or willingness to obtain
* Excellent Computer/Communication skills: Phone, Email, Outlook, Word, & Excel

**WHAT YOUR PRIMARY RESPONSIBILITIES WILL BE:**

* Promote and defend the BSB Corporate values in all internal and external interactions
* Coordinate deliveries, pickups, & moves of BigSteelBoxes to maximize both customer experience and efficiency
* Manage local Dispatch calendars
* Coordinate deliveries, pickups, & moves of BigSteelBoxes to maximize both customer experience and efficiency
* Communicate with BSB sales and service staff on dispatch-related matters and questions
* Remain knowledgeable about BigSteelBox products and services
* Provide expert storage advice, quotes, and information
* Give courteous customer service to clients, drivers, & suppliers
* Research & develop prospective clients, and nurture relationships with existing clients
* Provide timely follow-up of all phone calls, emails, walk-ins & online inquiries
* Maintain & file accurate paperwork, records, & reports
* Secure confidential files
* Maintain office space in an efficient & clean manner
* Demonstrate a positive work ethic, attitude & professional image to all.
* Load & unload trucks
* Set out, move, & stack BigSteelBoxes
* Decal new BigSteelBox inventory
* Maintain the yard in an orderly and effective manner including snow removal
* Monitor container & accessory inventory
* Maintain accurate records & reports
* Provide timely follow-up of all yard inquiries
* Promote & market products to prospective customers
* Provide excellent service to customers, drivers & suppliers
* Purchase supplies & run errands as necessary
* Customer service and office work as required.
* Assist the Store Manager in other duties as required

**REQUIRED SKILLS/CORE COMPETENCIES:**

* Accountability - Takes personal ownership and responsibility for the quality and timeliness of work
* Adaptability - Adapts and responds to changing conditions, priorities, technologies, and requirements
* Analytical Thinking - Applies systematic, logical reasoning when addressing problems
* Communication - Expresses and transmits information verbally and in writing with consistency and clarity.
* Decision Making - Makes concrete, well-informed and thought-out decisions that support the overall organization.
* Networking and Relationship Building - Effectively build constructive, friendly, professional relationships with customers and colleagues
* Planning and Organizing - Accurately estimate duration and level of difficulty of tasks and projects, setting out goals and objectives and work plans to complete.
* Problem Solving - Uses logic and analytical methods to come to a realistic solution.
* Results Orientation - Possesses the ability to focus on desired outcomes and the means by which they are achieved,
* Service Orientation - Provides superior service to both internal and external customers.
* Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities, fostering a team environment.

We thank all applicants in advance, however, only those selected for an interview will be contacted.