Route Dispatcher

About God’s Love We Deliver

For people living with severe illness in the New York City metropolitan area, God’s Love We Deliver provides nutrition therapy, and cooks and home delivers medically tailored meals. We are a non-sectarian organization. All of our services are provided free to clients and full of love.

About the Role

The Route Dispatcher is responsible for the daily dispatching and routing of deliveries within the Delivery Operations Department. The Route Dispatcher will assign drivers to routes and ensure vans are road safe before each workday. In addition, the Dispatcher will work with volunteer meal delivery assistants to assign each to a driver as needed and ensure that delivery protocols are followed and will monitor food safety policies and procedures when vans are being loaded.

The start time for this exempt role is 5:00 a.m., Monday through Friday.

Position Objectives and Expectations

- Works with the Delivery Operations team to optimize routes based on the needs of the customer and feedback from the drivers.
- Provides drivers with route manifest, base phone, and notes regarding any emergency/unscheduled meals that need to be delivered.
- Re-allocates drivers and routes while managing driver call-out list. Updates vehicle tracking reports and shares with relevant departments.
- Tracks and supervises drivers while in route utilizing Forward Thinking GPS and Roadnet. Provides driver Stop Report as needed.
- Communicates via telephone and email with colleagues and clients regarding delivery operations.
- Problem solves delivery/pick up issues including product shortages and late additions to the route.
- Assists the Department Manager in developing routes for special occasions (holidays, emergency responses).
- Manages and determines route actions, communicating to drivers and clients changes that will affect the route.
- Fields incoming calls and e-mails from the Client Services department; manages requests for off route deliveries.
- Ensures that all calls for vehicle repair and maintenance are handled timely.
- Coordinates the transfer, delivery or pick up of event merchandise from one location to another in order to support the Volunteer Services or Event Planning departments.
- Oversees the safety and cleaning checklist for the vans and delivery equipment (vehicles, insulated bags, crates, and dollies).
- Acts as back up the driver as needed.
- Maintains valid NYS Driver’s License.

About You:

You are highly self-motivated, empathetic and client-focused with a strong desire to support our mission. You thrive in a fast-paced and dynamic environment.

In addition, the right candidate meets the following requirements:

- High School Diploma or Equivalent.
- Previous experience working in the Dispatch or transportation industry. Food industry experience would be an asset.
- Demonstrated proficiency in Routing and Dispatching using Roadnet or similar.
- Knowledge of the NY Tri-State Area.
Excellent oral and written communication skills, with the ability to communicate effectively internally and externally.

Excellent computer skills including proficiency with Microsoft Excel and Access

Ability to demonstrate good judgment

Ability to problem-solve and make sound decisions in a timely manner.

Bilingual in English and Spanish.

Ability to lift and/or move up to 100 pounds.

For this role, we prefer a candidate who is bilingual (English/Spanish).

Interested in Applying for this Role?