

Stevens Transportation, Inc. Job Description

Job Title: Field Dispatcher
Department(s): Dispatch
Reports To: Dispatch Manager
Pay Rate: \$20-23/hour

About our Company:

Stevens Transportation, Inc. provides scalable bulk agricultural and refrigerated transport solutions across the West Coast, supporting a wide range of customers in the food and agriculture sectors. With more than 80 years of operational experience, the company has built a strong reputation for reliability, safety, and service quality. Stevens Transportation, Inc. focuses on efficient, compliant, and customer-centered operations that meet the complex demands of modern logistics. Team members join a stable, growth-minded organization that values long-term relationships and continuous improvement.

Summary:

The Field Dispatcher position schedules and dispatches intra/interstate trucks according to customer needs and in accordance with Company policies; generally, oversees truck drivers while they are at the main terminal and/or in the field.

Core Responsibilities:

OFFICE:

- Schedule Company drivers and/or independent contractors to meet the daily need of the customer while complying with Company policies and guidelines.
- Report any potential issues with meeting customer demand immediately to the Dispatch Supervisor, Transportation Manager or to senior Company management.
- Report all changes to the pre-scheduled load count to the Transportation Manager and to senior Company management via e-mail.
- Assist with any problems that may arise in the field or on the road.
- Coordinate with the Shop Advisor on road calls and maintain the "Road Call" binder.
- Ensure the drivers and independent contractors complete all required paperwork correctly and in a timely manner.
- Answer multiple phone calls and use PTT to communicate with drivers, independent contractors and customers.
- Create and close freight bills in Truck Mate and on "Daily Schedules" spreadsheets.
- Communicate with customers and Field Operations personnel for any special instructions and directions to fields/loading sites and relay the information to the drivers and independent contractors.

- Coordinate with the Dispatch Supervisor and Shop Supervisor to ensure equipment required for maintenance is available when requested.
- Monitor drivers in the main terminal area for compliance with Company policies. Notify both verbally and in writing, the Dispatch Supervisor, Field Operations Manager, Safety Department or Transportation Manager of any violations of Company policy.
- Conduct special assignments and tasks under the direct supervision of the Dispatch Supervisor.
- Must have acceptable attendance and be able to work assigned shifts as scheduled, with or without reasonable accommodation.

FIELD:

- Communicate with customers harvesting staff concerning field and/or loading site entrances, exits and equipment parking areas or any special instructions.
- Remain in communication and work closely with the dispatch office personnel.
- Maintain required documentation as directed by the Dispatch Supervisor and/or Field Dispatch Manager.
- Mark field and/or loading site entrances and exits with appropriate signs, barricades or cones.
- Control truck traffic at the field and/or loading site to ensure efficiency of the operation.
- Communicate with drivers, independent contractors and customers via phone, CB radio and PTT.
- Direct drivers and independent contractors so that loads reach the correct destinations.
- Assist with any problems that may arise in the field and/or loading site or on the road.
- Monitor drivers in the field for compliance with Company policies. Notify both verbally and in writing, the Dispatch Supervisor, Field Operations Manager, Safety Department or Transportation Manager of any violations of Company policy.
- Conduct special assignments and tasks under the direct supervision of the Field Operations Manager or Dispatch Lead
- Must have acceptable attendance and be able to work assigned shifts as scheduled, with or without reasonable accommodation.

Requirements:

- 1+ year(s) of experience in freight dispatching
- 1+ year(s) of experience with MS Word, MS Excel and other programs in the Microsoft Office Suite tools.
- Knowledge of Hours of Service regulation and equipment utilized in day-to-day operations.
- Mathematical skills
- Physical requirements: Ability to sit for long periods. Frequently use hands, to handle, feel or operate a computer keyboard and mouse. Ability to stand, walk, reach with hands and arms, and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

Benefits:

- 401(k)

- Dental Insurance
- Health Insurance
- Life Insurance
- Vision insurance
- Paid Time Off

Why Join Stevens Transportation, Inc.?

- Competitive benefits package
- Opportunity to make a significant impact on company safety and success
- Supportive and collaborative work environment
- Commitment to continuous improvement and professional development
- Be part of a reputable and growing company

EEO/Disclaimer: Stevens Transportation, Inc. is an Equal Opportunity Employer. We are committed to creating an inclusive workplace and prohibit discrimination and harassment based on race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, veteran status, genetic information, or any other protected status under applicable federal, state, or local law. Employment with Stevens Transportation, Inc. is at-will. Nothing contained in this job posting creates an employment contract or guarantee of continued employment. Stevens Transportation, Inc. provides reasonable accommodations to qualified individuals with disabilities throughout the application and employment process. If you require accommodation, please notify Human Resources.