

# Truck Dispatcher Responsibilities Checklist

## #1. Daily Responsibilities

1. **Prepare Driver Schedules**
  - Review daily driver assignments, ensuring each route and load is appropriately assigned.
  - Confirm driver availability and adjust schedules based on absences or unexpected delays.
2. **Route Planning and Optimization**
  - Plan the most efficient driving routes, taking into account factors such as weather, road closures, and traffic.
  - Communicate alternative routes to drivers when necessary.
3. **Dispatch Notifications and Tracking**
  - Inform drivers of their assignments, destinations, and any special instructions.
  - Track drivers' locations in real-time to monitor their progress.
4. **Maintain Communication with Drivers**
  - Take calls and messages from drivers regarding load statuses, issues on the road, and other updates.
  - Provide support in real-time by answering questions, offering directions, or troubleshooting issues.
5. **Record-Keeping**
  - Log all dispatch activities, including trip details, load information, and driver hours, ideally in digital records.
  - Keep up-to-date records on any route changes, delays, or incidents.
6. **Problem-Solving and Incident Response**
  - Handle unforeseen issues such as vehicle breakdowns, route changes, or emergency situations.
  - Notify the appropriate teams, such as maintenance or emergency response, to resolve issues promptly.

## #2. Weekly Responsibilities

7. **Inventory and Equipment Check**
  - Review the status of trucks and equipment for any maintenance or repair needs.
  - Schedule maintenance to ensure vehicles remain in optimal working condition without impacting service schedules.
8. **Customer and Client Communication**
  - Follow up with clients to confirm satisfaction with deliveries and address any feedback or complaints.
  - Negotiate or re-evaluate terms, especially regarding ongoing contracts or pricing adjustments.

#### 9. **Route Efficiency Review**

- Analyze route data to identify areas where efficiency can be improved, such as reducing mileage or fuel costs.
- Adjust future planning based on these insights for ongoing improvement.

#### 10. **Performance Reporting**

- Prepare reports for management detailing dispatch performance, such as on-time deliveries, cost savings, and efficiency improvements.
- Highlight any recurrent issues or trends that need attention from upper management.

### #3. Situational Responsibilities

#### 11. **Handle Driver Health and Safety Checks**

- Check that all drivers are fit for work and meet health and safety requirements.
- Document any health issues that may affect a driver's ability to complete their route.

#### 12. **Adapt to Schedule Changes or Emergencies**

- Respond to last-minute schedule adjustments, such as changes in client needs or driver availability.
- Quickly allocate resources to meet unexpected requirements without causing disruptions.

#### 13. **Coordinate with Warehouses and Vendors**

- Keep warehouses or vendors informed about truck arrival times to streamline the loading and unloading process.
- Provide accurate delivery ETAs to warehouses, clients, or other vendors.

#### 14. **Customer Acquisition and Negotiation**

- Reach out to potential clients to increase the customer base or negotiate with existing clients for additional loads or services.
- Communicate effectively to maintain and grow the client base by offering competitive pricing or service options.

### #4. Monthly Responsibilities

#### 15. **Update Compliance Documentation**

- Ensure all records are up-to-date with industry regulations and company policies.
- Verify that all drivers are aware of and adhere to federal and state regulations for trucking and safety standards.

#### 16. **Fleet and Resource Review**

- Assess fleet resources, ensuring there are enough drivers and vehicles to meet demand.
  - Plan for any seasonal increases in shipments by arranging additional drivers or vehicles as necessary.
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This checklist provides a structured guide for truck dispatchers, supporting efficient operations, effective communication, and proactive problem-solving across daily, weekly, and monthly duties.