

Job Title: Dispatcher**Department:** Transportation**Reports to:** Director of Train Operations**Summary:**

This position is responsible for providing the safe and efficient movement of railroad traffic.

Primary Activities and Responsibilities:

- Read train orders and schedules to familiarize self with scheduled runs, destination of trains, times of arrivals and departures, and priority of trains.
- Coordinate railroad traffic on specified section of line from CTC unit that electrically activates track switches and signals. Monitor the CTC panel board that indicates locations of trains.
- Direct and coordinate railroad traffic, issue track warrants, and monitor all rail movements.
- Coordinate movement of trains according to operating plan and customer needs.
- Schedules, assigns, and calls the initial, replacement, or emergency crews depending upon available rested crews.
- Monitor and address all telephone calls and emails in a professional and prompt manner.
- Examine and resolve EDI, waybills, and miscellaneous billing issues.
- Handle automation of electronic bill of ladings/ShipperConnect and setup new customers and patterns.
- Maintain the transportation management system (RMI).
- Accurately follow and maintain crew management procedures including reporting points, crew calling, and administration of the extra-board to ensure compliance with company and regulatory requirements.
- Communicate with crewmembers via two-way radio and multi-line phones any changes in train orders and schedules, updates on weather or environmental conditions, and notification of emergency stops, delays, or accidents.
- Interact professionally and effectively with customers, connecting railroads, colleagues, and supervisors either by telephone, electronically, or face to face.
- Ensure compliance with all railroad rules, procedures, and regulations for safety, operations and the Federal Railroad Administration (FRA).
- Complete and file paperwork in an accurate, organized, timely manner.
- Monitor and record calls for track warrants along with calls from customers, crewmembers, and outside entities.
- Other duties as assigned.

Trains run day and night, so shift flexibility is a must. Shifts will include morning, afternoon/evening, and overnight. Weekend and holiday hours will also be required.

Competencies:

To perform this job successfully, an individual should demonstrate the following competencies:

- Ability to effectively communicate (both speaking and listening) in face to face interactions or over a two-way radio or multi-line telephone.
- High level of initiative and ability to work well in a team environment.
- Organization skills; uses time efficiently and sets goals and objectives along with the ability to plan and carry out responsibilities with minimal direction.
- Multi-tasking capabilities and a strong attention to detail. Ability to write and speak clearly and informatively.
- Ability to maintain professionalism while working in a high-pressure environment.
- Problem-solving skills; identifies and resolves problems in a timely manner.
- Customer service; ability to manage difficult or emotional customer situations.
- Proficient in Microsoft Office Software, email, computers, and internet; Type at least 30 average net words per minute.
- Ability to observe all safety procedures and report potential unsafe conditions.
- Ability to keep a clean and safe work environment.
- Ability to build harmonious relationships with your colleagues and supervisors.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the physical demands listed below.

- Sitting for long periods of time; majority of time will be spent in front of a computer screen. Walking or standing for brief periods of time is required occasionally.

- Infrequently lift and/or move up to 40 pounds; exert up to 10 pounds of force occasionally, and exert a negligible amount of force frequently.
- Ascending and descending at least 60 stairs to gain access to work location. Work location is on the fourth floor of the building and the restroom is on the third floor of the building. Lifting objects up to 40 pounds up and down stairs may be required infrequently.
- Ability to distinguish color on CTC board.
- Ability to handle and maintain constant stress and strain of maintaining a high production rate pace.

Education and Training:

- High School Diploma or GED required; 2-year associate's degree preferred.
- Railroad experience preferred.
- This safety-sensitive position will be subject to drug and alcohol screening.
- 18 years of age or older with a valid driver's license. Must be able to meet the Insurance and Company requirements for driving Company vehicles. Must have reliable transportation and the ability to drive to and from work along with during the work shift.

Acknowledgement:

I understand and agree that it is my responsibility to read this description in its entirety. I also understand and agree that this job description is not designed to cover or contain a comprehensive listing of all duties, responsibilities, competencies, physical demands, or working conditions that are required of the employee for this job. Duties, responsibilities, competencies, physical demands, or working conditions may change at the discretion of Lake State Railway Company at any time with or without notice. I also understand and agree that Lake State Railway Company retains the right to eliminate the position or reassign me to another position and that my employment is at will and that Lake State Railway Company may terminate the employment relationship at any time, with or without cause or notice.

Employee Printed Name

Employee Signature

Date