

Dispatch Officer Job Description

A comprehensive job description template
for Australian logistics and distribution businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and logistics industry practices at the time of publication. You should review and tailor this template to suit your business, operation type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Dispatch Officer / Dispatch Coordinator / Transport Coordinator

1.2 Position Summary

The Dispatch Officer is responsible for coordinating and managing the dispatch of goods, vehicles and drivers to ensure efficient and timely delivery operations. This role involves planning delivery routes, communicating with drivers, prioritizing orders, managing dispatch documentation and monitoring shipment progress.

The position requires strong organizational skills, computer literacy, excellent communication abilities and the capacity to manage multiple priorities in a fast-paced logistics environment.

1.3 Reporting Structure

This position reports to:

- Operations Manager / Logistics Manager
- Transport Manager
- Warehouse Manager

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular rostered hours)
- Casual (variable hours based on business needs)

2. Key Responsibilities

2.1 Coordinating Dispatches

- Assign deliveries to appropriate vehicles and drivers
- Schedule dispatch times to meet customer delivery windows
- Coordinate with warehouse team to ensure orders are ready for dispatch
- Allocate resources efficiently based on order priority and location
- Manage dispatch board or digital dispatch system
- Monitor vehicle utilization and capacity
- Coordinate urgent or same-day delivery requests

2.2 Route Planning and Optimization

- Plan efficient delivery routes to minimize travel time and costs

- Use route planning software and mapping tools
- Consider traffic conditions, road closures and delivery time windows
- Optimize routes to maximize deliveries per trip
- Adjust routes in response to changing conditions or late orders
- Identify opportunities to consolidate deliveries

2.3 Driver Communication and Support

- Brief drivers on delivery schedules and route details
- Provide delivery instructions and customer information
- Maintain regular communication with drivers during their routes
- Respond to driver queries and provide support
- Coordinate driver breaks and meal times
- Handle driver reports of issues or delays
- Coordinate vehicle breakdowns or driver emergencies

2.4 Order Prioritization and Management

- Prioritize orders based on urgency and customer requirements
- Manage backorders and delayed shipments
- Coordinate with customer service regarding delivery issues
- Reschedule deliveries when necessary
- Allocate express or priority deliveries appropriately
- Balance workload across drivers and vehicles

2.5 Documentation and Record Keeping

- Prepare delivery manifests and consignment notes
- Process delivery paperwork and proof of delivery
- Maintain accurate records of dispatches and deliveries
- Update transport management systems with dispatch information
- Generate dispatch reports and delivery summaries
- File and archive dispatch documentation
- Record vehicle movements and driver hours

2.6 Shipment Tracking and Monitoring

- Monitor delivery progress using GPS and tracking systems
- Track shipment status from dispatch to delivery
- Identify and address delays or issues promptly
- Provide delivery updates to customers and internal teams
- Follow up on incomplete or failed deliveries

- Coordinate redelivery attempts

2.7 Customer Service and Communication

- Respond to customer inquiries about delivery times
- Provide accurate delivery information to customers
- Handle delivery complaints professionally
- Coordinate special delivery requirements
- Maintain positive relationships with regular customers
- Escalate complex issues to management

2.8 Compliance and Safety

- Ensure drivers comply with fatigue management regulations
- Monitor driver hours and work/rest requirements
- Ensure proper documentation for compliance audits
- Follow chain of responsibility obligations
- Maintain records for regulatory compliance
- Report safety incidents or compliance issues

3. Required Skills and Attributes

3.1 Essential Skills

Organisational Skills

Ability to manage multiple priorities simultaneously. Strong planning and coordination abilities. Capacity to work in a fast-paced environment with changing demands.

Computer Literacy

Proficiency with transport management systems and dispatch software. Competence with route planning tools and GPS systems. Strong skills in Microsoft Office, particularly Excel.

Communication

Excellent verbal communication with drivers, customers and team members. Clear written communication for documentation. Ability to provide instructions and information effectively.

Problem-Solving

Quick thinking to address delivery issues and delays. Ability to find solutions under pressure. Resourcefulness in managing unexpected challenges.

3.2 Personal Attributes

- Calm and composed under pressure
- Strong attention to detail and accuracy
- Excellent time management abilities
- Customer service orientation

- Team player with collaborative approach
- Flexibility to adapt to changing circumstances
- Proactive and takes initiative
- Reliable and dependable
- Professional manner in all interactions

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Strong computer literacy and data entry skills
- Excellent English communication skills (written and verbal)
- Ability to work flexible hours including early mornings

4.2 Desirable Qualifications

- Previous experience in dispatch, logistics or transport coordination
- Experience with transport management systems (TMS)
- Knowledge of route planning software
- Understanding of fatigue management and chain of responsibility
- Certificate III or IV in Logistics or Transport and Distribution
- Customer service experience
- Driver licence and local area knowledge

4.3 Experience

Previous experience in dispatch, logistics coordination, customer service or administration is highly desirable. The ideal candidate will demonstrate strong organizational and communication skills, computer proficiency and the ability to manage multiple priorities effectively.

5. Working Conditions

5.1 Hours of Work

- Standard business hours, typically 7:00am-4:00pm or similar
- Early morning starts to coordinate morning dispatches
- Occasional work on Saturdays during peak periods
- Overtime may be required during busy times
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Primarily office-based role with desk work

- Extended periods using computers and phones
- Occasional walking to warehouse or loading areas
- Ability to work in a busy, sometimes noisy environment
- Minimal physical lifting required

5.3 Work Environment

- Office environment within warehouse or logistics facility
- May work in dispatch control room or open office
- Fast-paced environment with multiple interruptions
- Interaction with drivers, warehouse staff and customers
- Use of multiple computer systems and communication devices
- Occasional exposure to loading dock areas

5.4 Dress Code

- Business casual or company uniform
- Professional presentation expected
- Safety footwear may be required in warehouse areas
- High-visibility vest if visiting loading areas

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Storage Services and Wholesale Award 2020 (MA000084). This award sets minimum pay rates, penalty rates, allowances and conditions for employees in storage, logistics and wholesale operations.

6.2 Classification Level

Dispatch Officers are generally classified under the award as:

- Level 3: Dispatch officer with coordination responsibilities
- Level 4: Senior dispatch officer with additional duties
- Level 5: Lead coordinator or supervisor role

The specific classification level will be determined based on the duties performed, experience and skills of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Premium rates may apply
- Sunday: Premium rates apply if working

- Public holidays: Premium penalty rates apply
- Overtime: Penalty rates for work beyond ordinary hours
- Early morning starts: May attract shift allowances

Refer to the Storage Services and Wholesale Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all drivers, customers, colleagues and managers with respect
- Maintain confidentiality regarding business and customer information
- Follow all company policies and procedures
- Represent the company professionally at all times
- Arrive on time and ready to commence duties
- Notify management of absence or lateness as soon as possible

7.2 Service Standards

- Provide accurate and timely information to drivers and customers
- Coordinate dispatches efficiently to meet delivery commitments
- Respond promptly to inquiries and issues
- Maintain accurate records and documentation
- Follow up on outstanding deliveries and issues
- Communicate proactively about delays or problems

7.3 Decision Making

- Make sound decisions under time pressure
- Prioritize effectively based on business needs
- Escalate complex issues appropriately
- Balance customer needs with operational efficiency
- Consider safety and compliance in all decisions

7.4 Teamwork Expectations

- Work cooperatively with warehouse, drivers and customer service teams
- Communicate effectively across all departments
- Support colleagues during busy periods
- Share information and knowledge with team members
- Accept feedback constructively and apply improvements
- Maintain positive working relationships

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and skills
- Examples of computer skills or system experience
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and workplace tour
- Computer skills assessment
- Scenario-based assessment or case study
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____