



Routing & Dispatch Coordinator Position Description

Location: Irvine, CA
Reports To: Transportation Managing Director
Status: Full-Time, Hourly/Non-Exempt; \$24.50 - \$26/hour (DOE)
Schedule: Monday – Friday, 40 hours/week, regular schedule 9am-5:30pm;
8-hour workdays may adjust between 6am and 7:30pm depending on business needs;
Occasional evening logins may be needed to make route adjustments or address
time-sensitive operational needs; Occasional Saturday work may be required based on
operational needs
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15 + Paid Holidays plus
a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with
majority paid by employer. Life Insurance plan and Employee Assistance Program paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of community members in Orange County? At Second Harvest Food Bank that's exactly what you'll be doing – contributing to our mission to provide food for those who need it. You'll be working alongside team members who are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship. Come join our upbeat, collaborative team who are improving lives every day.**

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security for all members of our community when they need our help.

POSITION DESCRIPTION:

The Routing & Dispatch Coordinator is responsible for planning, scheduling, and executing daily transportation operations by optimizing routes and dispatching drivers, vehicles, and equipment to ensure timely, efficient, and cost-effective service. This role serves as a central point of coordination, requiring strong analytical skills, decisive problem-solving, and the ability to manage real-time operational changes.

The ideal candidate is highly organized, detail-oriented, and thrives in a fast-paced environment, demonstrating proficiency with routing and telematics platforms, strong communication skills, and a commitment to operational excellence and customer service.

ESSENTIAL JOB FUNCTIONS:

- Create and maintain daily driver routes utilizing routing software; apply critical thinking to evaluate routes for accuracy, efficiency, and operational feasibility, making adjustments as needed.
- Ensure uploaded route data aligns with the Dispatch Calendar and integrates accurately with dispatch and telematics platforms.
- Assess whether equipment maintenance will affect the organization's ability to complete planned deliveries and pickups; promptly notify Transportation Leadership of issues that may affect service.
- Dispatch only operable vehicles in full compliance with maintenance schedules.
- Prepare clear and accurate dock assignments to support proper product staging and optimize vehicle loading and offloading efficiency.
- Serve as the primary point of contact for drivers during route execution, providing clear dispatch guidance and real-time support to resolve route disruptions; escalate problems to Transportation Leadership as appropriate.



- Maintain accurate and timely dispatch logs documenting communications with drivers and any actions taken or required.
- Monitor routing and telematics software (e.g., Samsara) to track driver ETAs, adjust dispatches in real time, and maintain consistent two-way communication with drivers.
- Proactively manage potential delays by adjusting delivery sequences and redistributing stops among available drivers.
- Immediately inform affected parties of any delays that may impact arrival within scheduled window (Partner, Programs & Services, Sourcing). Proactively assess and communicate if a delay may affect subsequent stops.
- Provide Operations and other relevant teams with real-time ETA updates to the Distribution Center.
- Maintain daily email correspondence, responding within one business day; notify Transportation Leadership if message volume or backlog becomes unmanageable.
- Review route completion daily, identify deviations or missed stops, and report findings to Transportation Leadership.
- Document incidents impacting safety, service quality, or delivery timelines and assist in creating reports for Transportation Leadership.
- Support routing and dispatch software troubleshooting in coordination with IT and Customer Service; report significant or recurring issues to Transportation Leadership.
- Perform other duties as assigned.

QUALIFICATIONS:

- Minimum of two (2) years of hands-on experience routing and dispatching a commercial fleet using routing software to plan, schedule, and execute daily transportation routes
- Experience routing and dispatching drivers operating a mixed fleet of commercial vehicles requiring Class A, B, and C driver's licenses, including tractor-trailers, box trucks, and other commercial vehicle with varying capacities and configurations
- Experience using commercial fleet routing, dispatch, GPS, and telematics platforms such as Samsara, DirectRoute (Trimble Maps), or similar systems preferred
- Strong skills in route analysis, digital map interpretation, delivery time estimation, and transportation planning while considering vehicle capacities, driver qualifications, delivery windows, and operational efficiency
- Proficiency with Microsoft Office, including Outlook, Excel, and Word
- Experience with database entry, spreadsheet formulas and functions, and order tracking systems
- Excellent written and verbal communication skills, including proper grammar, spelling, and professional documentation; able to communicate clearly with drivers, team members, and departments across the organization
- Highly organized with strong time management skills
- Ability to adapt quickly to changing priorities and operational conditions while maintaining efficiency or composure
- Demonstrated ability to prioritize tasks, problem-solve in real-time, manage multiple demands, and consistently meet deadlines

PROFESSIONAL QUALITIES:

Fundamental qualities, traits or attributes expected of a candidate to display in the role. Candidates may display greater aptitude for these qualities to progress.

- Positive attitude with initiative and ability to work independently
- Respected team player with professional demeanor and etiquette
- Maintains composure, focus and clear thinking when handling urgent or complex issues
- Goal-oriented, with commitment to continuous improvement and accountability



ORGANIZATION REQUIREMENTS

- Valid Driver's License (Insurance required if applicable)

PHYSICAL DEMANDS

- Prolonged periods of computer use and screen time
- Ability to lift 25-50 pounds

ENVIRONMENTAL FACTORS

- Indoor office environment and warehouse environment with moderate noise at food bank location

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer.