



February 2017

Dispatcher

Michigan Milk Producers Association, a leader in Michigan's dairy industry, is seeking a mid-shift (for example noon to 8:30 pm) Dispatcher to join our team based out of our corporate office in Novi, Mi. Work schedule Tuesday through Saturday. Michigan Milk Producers Association is the 10th largest dairy cooperative in the United States with approximately 2,000 dairy farmer members in Michigan, Indiana, Ohio and Wisconsin.

Mission: To provide full service logistical support in the scheduling and transportation of raw milk deliveries to manufacturing customers.

Responsibilities for MMPA business include:

- Daily dispatch schedule
- Assigned delivery times schedule
- Hauler daily schedule notification
- Customer Contact
- Customer Service (internal and external customers)
- Input and forward data from plant sales
- Balance information with dairies
- Input data for detention time invoices
- Input data for calculation of components for sales from reload facilities
- Confirm advance and month end check out reports with dairy customers
- Compile and balance monthly reports related to sales volumes
- Monitor route shrinkages
- Monitor producer pool qualification percentage
- Maintain a summary of milk receipts and update data used for uniform receiving credit
- Maintain database pertaining to hauling cost, route center points, mileage to dairies
- Maintain database of hauler deliveries in on-line dispatch system
- Monitor receiving
- Meet with haulers to discuss concerns and report to management
- After hours on call responsibility including weekend and holiday call coverage on a rotational basis. This will involve taking calls from haulers, customers or our plant production supervisors after normal business hours when necessary

Work Experience:

- Preferred: Bachelor's degree in Logistics / Supply Chain with minimum one year of relevant experience.
- Minimum requirements: Logistics / Supply Chain with minimum one year of relevant experience, or a minimum of three years relevant dispatch experience preferred or equivalent combination of education and experience.

Functional Competencies needed:

- Demonstrated proficiency with Microsoft Office



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- Strong planning, organizational and communication skills
- Demonstrated initiative and desire to learn about the dairy industry
- Aptitude for gaining knowledge
- Knowledge of DOT regulations
- Ability to foster knowledge exchange within and with other departments
- Collaborative communication approach
- Utilize sound judgment

Personal Skills/Attributes needed:

- Committed to achieve our mission
- Individual with open and new ideas
- Drive change with a positive attitude
- Interact with all levels and show empathy
- Develop an authentic relationship
- Shows value for different opinions, shows flexibility to different opinions.
- Shows interest to learn and share from others.
- Learns and interacts positively with the environment
- Willing to take action in a changing environment
- Shows passion for growth and development within a team

Company Features:

MMPA is one of the top dairy cooperatives in the nation. It has strong financial record that is not duplicated by our peer competitors. Our owners are 2000+ dairy farmers located in the states of Michigan, Ohio, Indiana and Wisconsin. MMPA markets its members' milk, guaranteeing a market every day for all member-produced milk.

BENEFITS

- We offer competitive wages and benefits, including a pension and 401(k) plan.

Together with our members and employees our association is positioned and planning for growth. Our benefits are attractive, and our future is bright.

Successful passage of drug test, background check, and criminal record check required.

EOE-Minorities/Women/Disabled Vets