

## **Long-Distance Dispatcher (Planner), Operations** **Edmonton, AB** (preferred, remote work considered)

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SIRVA Job ID: 1613

SIRVA Canada LP is a leader in Canada's household goods moving industry through its national network of Allied Van Lines and North American Van Lines agents. Since 1930 we've been helping individuals and families successfully relocate to new beginnings.

We are seeking a highly motivated, resourceful, and energetic individual to fulfil a full-time, permanent position within our Operations Team at our Canadian corporate office in Edmonton, Alberta. This role is primarily focused on arranging the efficient, long-distance transit of household goods shipments within Canada utilizing our network's resources. The ideal candidate will possess above-average organizational and customer service skills, be sensitive to deadlines and driven by results.

### **Responsibilities**

- Plan the movement of intra-Canada shipments, utilizing a fleet of more than 200 over-the-road dedicated trucks and drivers
- Create loads based on geographical grouping, specific truck capacity, and timing expectations to make best use of resources while respecting Hours of Service regulations and internal policies
- Strive for on-time service to ensure the highest possible level of customer satisfaction
- Manage and maintain constant communications for simultaneous multiple loads with all stakeholders
- Monitor drivers' daily activity and update operations system in real time with complete and accurate location, shipment, pickup, and delivery information
- Collaborate with planning and dispatch team members in reviewing traffic flows to ensure timely and efficient reloading of hauling units
- Work with internal and external resources as required to achieve goals and targets
- Assist in other projects from time to time as required

### **Qualifications**

#### Knowledge:

- Above-average knowledge of Canadian geography
- Solid understanding of travel time/distance and impacts due to geography and weather
- General knowledge of the Canadian Hours of Service regulations
- Good command of MS Office suite

#### Skills:

- Experience in dispatching, working with load boards, planning shipments (preferred)
- Able to organize, prioritize and problem solve multiple, concurrent tasks using proven time-management skills
- Attention to details that lead to great customer service

#### Communication:

- Excellent written and verbal communications skills (French/English bilingualism is considered an asset)
- Solid interpersonal skills and positive attitude
- Pleasant phone manner
- Able to handle large volumes of phone calls, emails, and system messages

#### Traits:

- Highly motivated and self-starter
- Resourceful and demonstrate initiative; continually curious
- Fast learner with the ability to work in a very high-paced, demanding environment
- Reliable and punctual
- Able to work longer hours, including Saturdays/weekends during peak season (June to August)

#### Education / Experience:

- High school diploma (or equivalent)
- Post-secondary education in transportation, logistics, business, or related work experience
- Must successfully pass a criminal record background check

SIRVA Worldwide Relocation and Moving is a global leader in moving and relocation services, offering solutions for mobility programs to companies of every size. With 75 owned locations and more than 1,000 franchised and agent locations in 177 countries, we offer unmatched global breadth supported by localized attention and innovative technology that strikes the right balance of self service and human support. From relocation and household goods to commercial moving and storage, our portfolio of Brands (SIRVA, Team Relocations, Allied, northAmerican, & SMARTBOX) provides the only integrated moving/relocation solution in the industry. By leveraging our global network, we deliver a superior experience that only a “one-stop shop” can provide. We’re a team that works globally to provide the best service locally — a company that is everything you need, everywhere you need it. For more information please visit [www.sirva.com](http://www.sirva.com).

SIRVA brings together strong, collaborative people in a dynamic culture of mutual respect, support, and passion for the brand and product. We believe innovation drives winning performance, and we constantly challenge ourselves to be the very best we can in every aspect of our business. You will be surrounded by some of the brightest and most driven people in the industry. At SIRVA, you will be in great company!

At SIRVA, we're committed to cultivating a workplace that reflects the diversity of the global organizations that we serve. We recognize that building an inclusive, engaged company culture results in empowered employees that reflect a wide range of approaches and perspectives. Those perspectives lead to new ideas. New ideas lead to innovation and excellence. Our approach to diversity, equality and

inclusion is driven by a commitment to these values and a belief that diversity makes our company stronger.

SIRVA is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, military status, genetic information or any other consideration made unlawful by applicable federal, state, or local laws. SIRVA also prohibits harassment of applicants and employees based on any of these protected categories.

If you need a reasonable accommodation because of a disability of any part of the employment process, please send an email to Human Resources at [HRSIRVA@SIRVA.com](mailto:HRSIRVA@SIRVA.com) and let us know the nature of your request and your contact information.