



Fuel Dispatch & Safety Coordinator -Job Description

Position Type: Full-Time

Work Location: On-Site and Off-Site

Reports To: Fuel Manager

Position Summary

The Fuel Dispatch & Safety Coordinator coordinates daily bulk fuel, methanol, heating oil, and lubricant deliveries while providing dispatch, customer service, driver support, and safety coordination. This position serves as a key communication link between customers, drivers, administrative staff, management, and field operations.

The position is responsible for efficiently scheduling inbound and outbound deliveries, monitoring driver hours and truck locations, resolving delivery issues, maintaining required safety and compliance records, coordinating employee training, and supporting the company's overall safety program.

The ideal candidate is highly organized, detail-oriented, dependable, and able to make timely decisions in a fast-paced environment while maintaining strong relationships with customers, drivers, and coworkers.

Essential Duties & Responsibilities

Fuel Dispatch & Logistics

- Manage all incoming and outgoing dispatch calls daily.
- Receive and accurately record customer orders and delivery requirements.
- Dispatch orders to drivers and review Bills of Lading (BOLs) for accuracy before sending to the administrative team for processing.
- Schedule and coordinate daily inbound and outbound trucks and deliveries.
- Coordinate driver schedules and routes to ensure compliance with applicable DOT hours-of-service requirements.
- Monitor truck GPS systems to track vehicle locations, assist with efficient order scheduling, and locate drivers and equipment during emergencies.
- Maintain regular communication with drivers throughout the delivery process.
- Assist drivers with directions, delivery information, and customer-related concerns.
- Respond promptly to delivery delays, customer concerns, route changes, equipment issues, and other problems that arise during transportation or delivery.

- Evaluate delivery issues and communicate appropriate solutions to meet customer and operational needs.
- Escalate significant problems to the Fuel Manager or appropriate supervisor in a timely and accurate manner.
- Follow up on reported issues to ensure appropriate resolution.
- Maintain positive and professional working relationships with customers, drivers, vendors, and coworkers.
- Prepare accurate accident, safety, incident, and other operational reports as required.
- Participate in rotating on-call coverage for nights and weekends.
- Work in the warehouse as needed to support operational requirements.
- Perform other duties and responsibilities as assigned by the Fuel Manager or immediate supervisor.
- Work collaboratively as a team member and maintain professional relationships with coworkers.
- Follow all company policies, procedures, safety requirements, and regulatory requirements.

Safety & Compliance

- Maintain employee safety and compliance information within **ISNetworld**, including:
 - Employee information
 - Required training assignments
 - Training renewal reminders
 - Certificates of Insurance (COIs)
 - Monthly, quarterly, and annual exposure hours
 - OSHA-related information
- Maintain company safety and compliance information within **Veriforce**, including:
 - Company information
 - Certificates of Insurance (COIs)
 - Monthly, quarterly, and annual exposure hours

- OSHA-related information
- Maintain Driver Qualification (DQ) files for company drivers in **DISA**, in coordination with Human Resources.
- Conduct annual reviews of driver records and required DOT documentation, including:
 - Driver's licenses
 - Medical certificates
 - Required qualification documents
 - Other applicable DOT records
- Coordinate new-hire safety onboarding and ensure completion of required SSE policies and safety requirements.
- Organize and conduct monthly safety meetings covering required safety topics, near misses, operational concerns, and recommendations submitted by drivers and staff.
- Identify and schedule required training for new employees through organizations such as NDSC, Syndicate Energy, and other approved training providers.
- Monitor, order, and maintain adequate PPE supplies for the office, shop, and spill trailer.
- Coordinate the annual WSI audit for Kent, including documentation related to:
 - Drug-Free Workplace
 - Safe Driver
 - Return-to-Work
 - Designated Medical Provider programs
 - Other applicable programs supporting workers' compensation premium discounts
- Respond to field safety emergencies as needed, including traveling to the incident location when appropriate to document events, gather information, support employees, and assist management with required reporting and follow-up.
- Maintain accurate safety, regulatory, training, and compliance documentation.
- Manage and maintain Tier II Reports.
- Perform additional safety and compliance duties as assigned.

Required Skills & Knowledge

- Strong organizational and customer service skills.
- Strong verbal and written communication skills.
- Proficiency with Microsoft Word and Excel.
- Proficiency with Google Workspace, including Gmail, Maps, and Docs.
- Strong problem-solving and analytical abilities.
- Exceptional attention to detail and accuracy.
- Ability to effectively manage competing priorities and workflows.
- Ability to make timely, sound decisions in a fast-paced environment.
- Ability to manage multiple projects and consistently meet deadlines.
- Ability to adapt to changing priorities and operational requirements.
- Ability to work independently while also functioning effectively as part of a team.
- Working knowledge of DOT rules and regulations, particularly as they relate to driver compliance and hours of service.
- Knowledge of fuel, heating oil, lubricant, or bulk liquid delivery operations preferred.
- General oilfield knowledge preferred.

Preferred Software Experience

Experience with the following systems is preferred but not required:

- Pedigree Asset Tracking
- Wesroc-Ododata
- PDI Tank Inventory

Qualifications

- High school diploma or GED required.
- Two to three years of previous dispatch experience required.
- Experience in fuel, oilfield, transportation, logistics, safety, or a related industry preferred.



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- Previous experience with DOT compliance, driver qualification files, safety documentation, or regulatory compliance is a plus.

Work Environment & Schedule

- Full-time position with both on-site and off-site responsibilities.
- Regular interaction with drivers, customers, management, administrative personnel, and field employees.
- May require occasional travel to field locations in response to safety incidents or operational needs.
- Participation in a rotating on-call schedule for nights and weekends is required.
- Position requires flexibility to respond to changing delivery schedules, customer needs, operational issues, and safety situations.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.