

**Position:** Long Distance Planner

**Department:** Corporate Services Operations

**Reports to:** Long Distance Operations Manager

**Summary:** The Long Distance Planner (LDP) is responsible for the day to day load planning and productivity of the long distance fleet, as well as the service delivery to our customers. The LDP will primarily be planning and communicating with operations staff and drivers to optimize both revenue for the drivers and service on our orders. Secondly, the LDP has ownership of relationships with drivers and other agents in order to maximize revenues and fleet retention.

**Special Notes:** The LDP has shared responsibility for handling after hours emergency calls that are operations or driver related. Due to the summer months being our busiest time of year, vacation time may be restricted June through August. There is minimal travel required for this position but occasional training at St. Louis Home Office is necessary.

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**Description of Responsibilities:** The LDP is responsible for the following duties as well as any specific assignments or additional responsibilities as agreed upon with the VP of Corporate Services/LD Ops Mgr

**Load Planning and Dispatch (65%)**

- Receiving, planning and decision making on Andrews orders for self haul
- Building profitable loads with self-hauls, open tonnage, and hunting
- Keep vans full while minimizing down time and deadhead
- Dispatch Drivers and insure they have complete and thorough information and accessorial services coordinated
- Insure Andrews open orders are covered and have proper plans for customer satisfaction
- Communicate and coordinate plans for Andrews open orders with Home Office and Move Coordinators
- Communicate plans and changes with Move Coordinators
- Build productive relationships with Home Office planners and other agencies in order to gain favorable treatment for order acquisition and support of open Andrews orders
- Problem solving for logistical, mechanical, or service issues as they arise
- Have clear expectations with drivers regarding home time and in-service time
- Insure all safety regulations are followed

**Owner-Operator (Driver) Fleet Management (25%)**

- Insure drivers are aware of and understand all Home Office policies

- Direct or assist with the implementation of new technology or policies and procedures
- Set up and maintain optimal communication methods to and from drivers
- Know all safety policies and procedures and insure drivers are informed
- Assess business and fleet needs, and recommend changes
- Act as driver advocate and bring issues to appropriate manager's attention
- Understand and assist drivers with paperwork and claims procedures
- Act as liaison between Home Office, Andrews corporate office, and drivers

**Administrative and Miscellaneous(10%)**

- Insure accurate and timely data entry in to MTD database
  - Provide insights to LD Ops Mgr for reporting on KPI's
  - Assist with training new drivers or underperforming drivers when necessary
  - Assist Director of Safety and Agency Safety Representative (ASR) as needed or requested
  - Look for trends and identify best practices in order to correct underperformers and implement new procedures to improve overall ratings of fleet
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**Required Skills and Competencies**

1. Ability to communicate with all levels of contractors and office staff
2. Ability to create and follow processes
3. Rigid with safety policies and procedures
4. Proactive problem solver
5. Sympathetic listener
6. Exceptional Communicator
7. Multi-task without losing focus
8. Exceptional time management skills
9. Efficient with time
10. Ability to prioritize based on primary objectives
11. Highly organized and disciplined
12. Exceptional attention to detail
13. Creative and effective problem solver
14. Organizes and demonstrates exceptional follow up
15. Adept with multiple software platforms

**Required Attributes and Behaviors**

1. Enjoys problem solving
2. Enjoys talking to drivers
3. Always takes initiative
4. Always seeks improvement (for self and company)
5. Desires to own a problem and resolution

6. Not afraid of accountability
7. Not afraid to admit mistakes
8. Goal and results driven
9. Open to and capable of making change
10. Respectful of authority
11. Comfortable leading or following
12. Supportive of corporate decisions
13. Criticizes privately, compliments publicly
14. Detests gossip
15. Confident but not arrogant
16. Takes pride in results

**Required Education**

1. 4 year college education preferred but not required

**Required Work Experience**

1. Five years in moving and storage industry
2. Previous experience as Planner or Dispatcher
3. Any experience as driver or owner-operator is heavily favored