



Job title: Dispatcher

Location: Detroit, MI

Employment Type: Full-Time, On-Site

Job description

JJ Curran Crane is seeking an organized and dependable Dispatcher to coordinate crane operations, equipment scheduling, and field personnel throughout Southeast Michigan. This role serves as a critical link between customers, operators, and management to ensure safe, efficient, and responsive service delivery.

The ideal candidate will thrive in a fast-paced environment, possess strong communication and problem-solving skills, and have the ability to effectively manage multiple priorities while maintaining exceptional customer service.

Responsibilities

- Schedule and dispatch cranes, operators, and support personnel to support daily operations
- Coordinate equipment and personnel assignments based on availability, job requirements, and customer needs.
- Communicate schedules and job updates with operators, customers, and management
- Track job status, equipment utilization, operator hours, & dispatch records using company software systems.
- Resolve scheduling conflicts, delays, and operational issues
- Support compliance with safety policies and customer requirements
- Maintain in-depth knowledge of JJ Curran's fleet, capabilities, and certifications
- Deliver a high level of customer service while supporting efficient day-to-day operations.

Qualifications

- 3+ years of experience in dispatching, logistics, operations coordination, transportation, construction, or a related field.
- Strong communication, customer service, and organizational abilities
- Ability to manage multiple priorities and adapt quickly to changing operational demands.
- Proficiency with Microsoft 365 and computer-based scheduling or dispatch systems.
- Experience with CRM, ERP, dispatch, or fleet management software preferred.
- Industry experience in crane, construction, transportation, energy sector, or heavy equipment preferred
- Familiarity with safety requirements and compliance practices within construction, industrial, or equipment-related operations
- High school diploma or equivalent
- Valid driver's license

Preferred Attributes

- OSHA 10/30 certification or industry safety knowledge
- Existing network within Michigan construction, utility, or industrial markets
- Understanding of union labor requirements and job site coordination