



Service Coordinator/Dispatcher Job Description

Full service, in-house, design-build mechanical contractor, is looking for a **Service Coordinator/Dispatcher**. We are a locally owned business and focus on providing top-notch customer service to our clients.

As a **Service Coordinator/Dispatcher**, you will deliver the ultimate customer service for both internal and external customers. This position will also coordinate all dispatch, work assignments, and work order processes that facilitate communication between or customers, management, and service technicians to ensure timely and efficient service and proper accounting procedures are applied.

Responsibilities

- **Scheduling/Logistics** – plan, coordinate and customer communication for the establishment of effective daily schedules for field staff, including both staff and materials planning. Maintain the service work order process and scheduling of preventative maintenance and service calls. Ensure proper client and job set-up. Open new and close completed work orders, as necessary.
- **Dispatch** – communicate and direct the daily dispatch and work schedule of field personnel, including preparation of work orders and other information for field staff. Support daily communications with field staff, resolution of problems as they occur, and effective communication and coordination between field, office, supervisors, and project managers.
- **Documentation** – track and monitor the disposition of field service reports throughout established processes and to their conclusion, updating records as required by established procedures. This includes the update and distribution of inspection reports resulting from deficiency repairs.
- **Recordkeeping** – establish, maintain and update all files and computerized records for customers, work orders, system inspections, large projects and installations, as assigned by Supervisor.
- **Material** – Create and Issue purchase orders for parts/equipment, small tools, and inventory at the request of Service Technicians or Manager.
- **Billing** – maintain timely and accurate processing of paperwork in support of final invoice issuance by the Accounting Department.
- **Administrative Support** – process, edit, issue, and file documents when requested, in support of Customer Service functions. Review and edit external communications as requested. Provide for and support telephone answering and front counter support as required.
- **Customer Service** – Field customer inquiries and requests such that customers receive the highest possible level of service or communication. Update and conclude customer service issues using established standards.
- Attend all required company meetings and perform other duties as assigned.
- Other duties as may be assigned.



Minimum Job Requirements:

- Minimum of 2 years experience in service, operational and customer service is required.
- High School Diploma or equivalent required.

Knowledge, Skills & Proficiencies:

- Must be able to multi-task and be flexible around priorities.
- Must have excellent customer service skills.
- Excellent organization skills with strong attention to detail.
- A self-starter.
- Comfortable contacting customers and external contacts via phone.
- Must be proficient in the Microsoft Office applications (Word, Excel, Outlook)
- Establish and maintain effective relationships with customers, field personnel, project managers, and gains their trust and respect.
- Uses time effectively and efficiently; sets priorities.

Qualifications

- Minimum 2 years experience as a service coordinator or dispatcher
- Minimum of 2 years experience in a customer service role including data entry, operations, accounting administration, etc.
- Mechanical Service Industry experience a plus.

Working Conditions and Physical Effort

- This position is done in a typical office setting, mostly sitting at a desk. Frequent use of computer keyboard, monitor, and telephone. Some standing, bending, and lifting light files is required.
- May require occasional bending, stooping, and lifting of files, light office equipment, etc.