

Summary:

Maintain the Service Technicians daily schedules and dispatch the technicians as service calls are completed. Schedule return trips with customers when parts are in. Maintain the on-call schedule for service technicians. Maintain customer database with current information. Clear and concise communications with department managers, employees and company customers, including keeping customers apprised as to company schedule and requested lead-times.

Job Responsibilities:

- Take incoming customer calls.
- Schedule and coordinate all service calls as calls are received.
- Create dispatch tickets for service calls.
- Dispatch Service Technicians, one call at a time.
- Dispatch Service Technicians from home to first call.
- Debrief Service Technicians after completion of each call.
- Respond to all messages left overnight.
- Maintain the dispatch board / schedule.
- Forecast workload for 2 – 3 days out
- Contact customers with a “Parts Pending” status as parts are received for scheduling.
- Follow up on all pending and recommended work with customer utilizing the pending work log.
- Order parts for special orders.
- Set appointments for residential sales people that come from technicians
- Update customer files as information is received from installation. (Extended warranties, equipment info, new customers, Birthday tickler file, etc.)
- Type service maintenance proposals for new customers
- Maintain the maintenance agreements, including billing, scheduling, and staging of materials, database information, customer hard files and renewals.
- Help Service Manager with marketing issues as directed.
- Maintain on call schedule, to include 1st on call and standby technician
- Happy calls / customer surveys.
- Other duties as assigned

Other Requirements:

- Advanced customer service skills.
- Ability to multi-task
- Organized
- Geographical knowledge of service area or map reading skills
- Knowledge of industry is recommended but not required
- Computer skills
- High school diploma or general education degree (GED)
- Five years related experience and/or training in customer service, dispatching or project management or equivalent combination of education and experience

Job Type: Full-time

Salary: \$18.00 to \$25.00 /hour