

# Job Description: Service Dispatcher Wall 2+



<b>Job Title:</b>	Service Dispatcher Wall 2+
<b>Department:</b>	Service
<b>Pay Scale:</b>	Depends on experience
<b>FLSA Status:</b>	Non--Exempt
<b>Work Hours:</b>	7:30am to 4:30pm, Monday through Friday, some overtime
<b>Primary Job Function:</b>	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
<b>Reports to:</b>	Service Manager

### Required Qualifications:

- 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

### Desired Qualifications:

- Working knowledge of HVAC industry
- 3+ years HVAC Dispatcher experience
- 5+ years Dispatching experience
- Advanced level knowledge of software technologies, such as iOS, Android and Windows OS.

### Daily Duties:

- 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.
- Update customer files as information is received from installation. (Extended warranties, equipment info, new customers, Birthday tickler file, etc.)
- Type service contract 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.
- Order parts for special orders.
- Maintain on call schedule, to include 1<sup>st</sup> on call and standby technician
- Happy calls / customer surveys.
- Other duties as assigned

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## Success Factors / Job Competencies:

- Customer Service – ability to service both internal and external clients with a high degree of satisfaction
- Organization – Ability to keep multiple schedules and projects organized and on schedule
- Commitment to company values
- Communication – Excellent interpersonal communication skills

## Performance Indicators:

Certain key business indicators that will measure the effectiveness of the Service Dispatcher (Wall Two+).

These include the following:

- 8 for 10 ratios per technician.
- Degree to which unproductive labor or lost time is minimized
- Number of customer complaints due to scheduling.
- Number of return trips/call backs due to scheduling inefficiencies.
- Accuracy of customer Maintenance Agreement files.
- Follow up on pending or recommended work.
- Travel time goal = ¼ hour