



Dispatch Coordinator

Department: Service

Supervisor: Customer Experience Manager

Position Summary

Support the Service operation by contributing to the vision and ultimately executing the customer experience plan for the business. This would involve team members working together and include managing all aspects of the Dispatching segment of the business and would include, scheduling, purchasing, and inbound phone calls.

Job functions and duties

Primary

1. Be the first line of communication for the Service Department as it relates to inbound/outbound calls
2. Focus on delivering precise and correct information to customers.
3. Entering in new Service Calls into Service Management system.
4. Coordinate the purchasing of any materials needed based on the requirements of the work to be performed.
5. Ensure timely scheduling based on both customer and technician availability.
6. Work with other Dispatch Coordinators to ensure all calls are being scheduled and dispatched efficiently.
7. Make sure calls requested by Strategic Accounts have been accepted and scheduled into CSUSA Fieldpoint system and ETA requirements are being met.
8. Serve as additional back up to the other members of the Customer Experience team as needed.

Skills

1. Ability to work in and contribute to a collaborative team environment.
2. Review, target and ultimately make improvements (process driven) to improve the business and its customer service delivery.
3. Be well organized in your approach to both day to day and longer-term work duties.
4. Exhibit sound judgement related to customer communication, management, and team operations.
5. Maintains a professional demeanor and always interacts professionally.

Experience, Education, and Job Requirements

1. Candidate will have minimum experience of three years scheduling/dispatching experience.
2. Utilization of the Microsoft Office Suite as an effective tool.
3. Be engaged, be reliable, be an anchor in the business.
4. Be a master communicator.
5. Have a passion for providing top tier customer experience.