



Position: Service Plumbing Dispatcher

Reports to: Service Operations Manager

Summary

The Service Plumbing Dispatcher's primary duty is to establish and maintain the work schedules of the Service plumbers. Skills needed to be successful are; must have excellent "happy" phone skills, ability to work with little supervision, and be driven to provide exceptional customer service to both internal and external customers. Computer experience is a must. Experience in plumbing, HVAC, and electrical service are helpful.

Qualifications

- Detail oriented with strong organizational skills
- Effective communication skills, both oral and written
- Enjoy working with people and helping others
- Critical thinking and problem solving
- Comfortable with different software and technology platforms
- Familiar with the Puget Sound area

Responsibilities

- Answer incoming service calls including customer complaints and concerns
- Prepare and coordinate daily work schedules
- Generate and dispatch work orders using dispatch software
- Communicate effectively with customers, field and office and sales personnel, as well as other departments for successful coordination and follow-up
- Ability to work in a team environment in high-pressure situations
- Organized and able to prioritize multiple tasks and successfully meet deadlines
- Able to work around constantly changing schedules and priorities
- Manage multiple field personnel
- Utilize basic technical understanding of plumbing systems to distinguish between routine and emergency service needs, as well as determine level of need
- Match work requested to plumber availability and skillset

Experience

- High School diploma or equivalent with (5) five to (7) seven years of relevant dispatching experience
- Familiarity with construction industry and basic principles of plumbing and HVAC systems
- Able to work well independently and as part of a team
- Strong verbal, written, analytical, persuasion, and interpersonal skills
- Experience with formal service-based dispatch/enterprise software preferred
- Proficiency in Microsoft Office 2010 or 2016 required, including Word, Excel, and Outlook

Position Description – HVAC/Plumbing Service Dispatcher

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- Working knowledge of SharePoint, Adobe Acrobat, and Bluebeam Revu software considered an advantage
- Experience with accounting system software, Spectrum experience strongly preferred
- Organized and able to prioritize multiple tasks and successfully meet deadlines
- Valid driver's license and clean driving record required
- Excellent attendance record at prior employment

Physical Demands

- Includes sitting, standing, bending, repetitive motions of hands and wrists due to frequent computer use
- Able to see and hear well (either naturally or with correction), and speak clearly
- Some lifting may be required

Additional Information

- Type: Full-time
- Experience: Experienced
- Compensation: Hourly