Position: Service HVAC Dispatcher  
Reports to: Service Administrative Manager

Summary:  
The HVAC Dispatcher’s primary duty is to establish and maintain the work schedules of the service technicians. This includes routine maintenance along with unscheduled HVAC repairs. This position has a high level of interaction with others and must have “happy” phone skills, have the ability to work with little supervision, and be driven to provide timely and exceptional customer service.

Responsibilities:
• Build daily and monthly schedules for service technicians to accomplish routine monthly maintenance inspections and repairs
• Answer incoming service calls, including customer complaints and issues, and work to resolve
• Order, track and update status on materials required for open work
• Generate and dispatch work orders using dispatch software
• Communicate with customers, field, office and sales personnel and other departments for successful coordination and follow-up
• Order materials and parts as needed for maintenance and repairs
• Coordinate with customers on open work regarding changes in schedule, revisions to scope, and facility access
• Learn and understand technician skill set and match work requested to technician skill set and availability
• Receive and resolve customer service requests and project inquiries
• Engage with technicians to communicate status of current work to both internal and external customers
• Work with technicians to communicate upcoming work to develop a plan of completion
• Assist with individual account management and/or sales activity, light bookkeeping activities and administrative contract processing
• Nurture a positive work environment and actively champion the PSF culture and values
• Other tasks as assigned

Desired Skills and Experience:
• Proficient knowledge of Microsoft Office Suite (i.e. Word, Excel, and Outlook) is required
• Demonstrated experience dispatching and managing 12-16 service technician schedules
• Strong sense of urgency and ability to prioritize multiple requests at a time from both internal and external clients
• Knowledge of SharePoint, Adobe Acrobat, Bluebeam Revu, and Angus software would be considered an advantage
• Experience with a formal service based dispatch/enterprise application preferred
• Possess strong verbal, written, analytical, persuasion and interpersonal skills
• Excellent attendance record at prior employment
• Able to work independently with minimum supervision or in a team atmosphere with the ability to adapt to multiple and varied responsibilities
• Able to effectively interact with customers, technicians, sales, office and field personnel at all levels of an organization
• Experience with the building construction trades is a plus but not a requirement
• Basic technical understanding of HVAC systems to distinguish between routine and emergent service needs, as well as determine level of emergent need
• Able to match work requested to technician availability and skillset

Education/Qualifications:
• High School Diploma or equivalent required
• 3-5 years of relevant dispatching experience required
• Familiarity with the construction industry and basic principles of plumbing and mechanical systems preferred
• Valid license and clean driving record are required

Physical Demands:
• Able to see, hear well (either naturally or with correction) and speak clearly
• Also includes: sitting, standing and bending; repetitive motions of hands and wrists due to frequent computer use; must be able to sit at a computer or workstation for extended periods
• Must be capable of working extended hour days when job/business needs demand
• Ability to lift up to 25 pounds

Additional Information
• Type: Full-Time
• Experience: Intermediate
• Location: Seattle
• Compensation: Hourly; we offer competitive wages based on skills and experience, excellent benefits package including: Paid Time Off (PTO), medical, dental, vision, 401(k) with match, pre-tax HSA and FSA accounts, and more. This position is non-exempt from the provisions of the Fair Labor Standards Act.

Equal Opportunity Employment
PSF Mechanical, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed within are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All qualified applicants should send their resume to careers@psfmech.com for consideration. For questions related to this posting, please call our office at (206) 764-9663.