

# Assistant Dispatcher

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## Job Description

### Job Purpose

The Assistant Dispatcher will work alongside the dispatcher, helping communicate with technicians, filing paperwork, updating client information, assisting with proper billing and charges, and other dispatch related tasks.

### Duties and Responsibilities

#### Primary Responsibilities:

- Supports dispatcher in any functions that make the dispatch unit work more effectively
- Enters data in computer system and maintains logs and records of calls, activities and other information
- Verifies third party billing is correct and up to date
- Assists accounting/billing to ensure proper charges are invoiced
- Uploads paper work orders
- Contacts customers with preventative maintenance and schedules
- Uploads video recordings
- Schedules vehicle maintenance as needed
- Updates the on-call schedule with any changes necessary
- Inputs and updates customer information

#### Secondary Responsibilities:

- Backup responsibilities in absence of Dispatcher:
- Receives calls from service technicians and customers and record significant information
- Prioritizes calls according to urgency and importance
- Assists with all incoming calls from the service line/department
- Supports the Dispatcher when problems arise by transmitting information or providing solutions
- Receives and dispatches service calls and emails for customers when necessary
- Helps set the daily schedule for technicians
- Uses phone or computer to send field technicians, vehicles or other field units to appropriate locations
- Updates customers on status of their service call as needed
- Monitors the route and status of field technicians to coordinate and prioritize their schedule
- Provides service technicians with information about orders, traffic, obstacles and requirements

### Qualifications, Education and Experience

Necessary and desirable qualifications include, but are not limited to, the following:

Qualifications include:

- Proven experience as assistant, customer service, administrative or relevant position
- Specialized knowledge of computers and technology
- Strong skills in data entry, organization and multitasking
- Knowledge of procedures and guideline for plumbing services
- Sound judgement and critical thinking
- Excellent skills in both verbal and written communication
- Ability to work both independently or within a team
- Self-motivated
- Education (degree(s) required)
- High school diploma or equivalent

- Experience required
- Minimum of 2 years' experience in an Assistant Dispatcher or relevant position

**Working Conditions**

Scheduled to work 40 hours a week Monday through Friday, first shift work. Additional hours might be required to meet deadlines. Working with field technicians, new construction department, warehouse manager, project managers, purchasing and billing/accounting department as needed.

**Physical Requirements**

The position will require you to sit and work on a computer for the primary part of your day. Reasonable accommodations can be made to employees with qualified disabilities who can perform the essential functions of the job, so long as there is no undue hardship created upon the organization or other employees within the organization.

Job Type: Full-time

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