



Service Coordinator (Dispatcher)

Job Scope

As a Service Coordinator, you will be responsible for opening, dispatching, and maintaining service work orders within SLA requirements. The ideal candidate will have mature customer service skills, strong verbal and written communication skills, and be proficient in Excel and Outlook. We are looking for career-minded candidates who are willing to take on a challenging and rewarding role.

Responsibilities

- Enter and dispatch work orders
Ensure that work orders have been received by subcontractors
Verify the scheduled time and date of the work
Enter accurate and complete notes in the system of correspondence with customers and subcontractors
Act on all incoming phone calls
Closing all service calls in the system when work is complete
Update customer web-based portals
Effectively manage the dashboard and maintain customer as well as FSG SLA requirements
Purchasing support
Accounts Payable Processing
Accounts Receivable Processing
Other duties as assigned.

Requirements

- High school diploma or equivalent
Valid Driver's License
Must be able to pass drug and background screen
Thrive and adapt to a fast-paced dynamic environment.
Maintain a strong ability to manage and complete projects under tight deadlines.
Possess professional written and oral communication skills.
Maintain an ability to see the larger picture.
Retain a positive attitude with open, respectful communication.
Be a resourceful problem solver who values creativity in decision-making.
Possess high organizational skills
Be able to delegate, monitor, and adjust action items

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.