



Service Dispatcher

Job Scope

As a Service Dispatcher, you will examine and analyze work order requests from customers and schedule the appropriate field technician, relaying important information such as contact person, and service to be rendered or article to be repaired. The ideal candidate would have knowledge of lighting maintenance strategies, experience in scheduling crews, and have great customer service skills. Additionally, the ideal candidate must be able to commute to our facility in Austin daily, have Excel and other computer knowledge. We are looking for career-minded individuals who will grow with our company.

Responsibilities

- Prepare work orders and distribute to field technicians.
Schedule service calls and dispatches field technicians.
Keep record of service calls and work orders.
Update and maintain service management system with complete notes and current status.
Audit and close completed work orders
Update customers with schedules and material lead times
Maintain and update the contract database and administer changes to service contracts.
Maintain clear and concise communications with department managers, crew, and customers
Adhere to the requirements and specific needs of National Accounts customers.
Daily maintain the complete life cycle of a work order: open, create, schedule, and update all work orders.
Audit of Daily Service Management report and Service Stats and Quality report.

Requirements

- High School Diploma or General Education Degree
One year experience in scheduling/dispatching
Valid driver's license
Must be able to report to facility Mon-Fri 7a-5pm
Must be able to pass drug and background screen
Knowledge of Lighting is preferred inclusive of lamp types, ballasts, and transformers
Ability to read and interpret field paperwork, job quotes.
Ability to multitask while staying organized
Strong verbal and written communication skills
Positive customer service skills
Experience in lighting and electrical a plus!

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.