



## Service Dispatcher/Customer Service Agent

**Work Location: Granite Bay**

**Division/Department: Service**

Full-time  
 Part-time

Exempt  
 Non-Exempt

### Essential Duties and Responsibilities:

The Service Dispatcher/Customer Service Agent will play a crucial role in ensuring efficient transportation planning and maintaining high levels of customer satisfaction through effective dispatching and communication. This individual will be expected to:

- Answer customer service line and communicate with customers to determine needs
- Schedule technician activities and maintain accurate schedule log
- Dispatch all service calls and create work orders using service management software
- Field all technician calls and provide support as needed
- Provide service history to customers when requested
- Follow up with technicians and customers to maintain great customer relationships
- Provide answering service updates regarding on-call schedule and changes
- Assist with various service administrative tasks as needed

### Job Specifications:

- Previous dispatching/customer service/admin experience preferred
- Courteous and professional telephone manner
- Ability to multitask and work in a high stress environment
- Organized and exceptional attention to detail
- Strong computer skills and ability to work in the CRM software system
- Proficient in Microsoft Office/Word/Excel/Outlook
- Strong communication and problem solving skills
- Ability to build strong interpersonal relationships
- Works under general supervision of the Service Manager

### Ability to:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Organize own work, manage multiple projects/programs and meet critical deadlines