Job Description:

HVAC Service Dispatcher

Job Title Director of Customer Expectations

Primary Function: Maintain the Service Technicians daily schedules and dispatch the technicians. Schedule return trips with Customers when parts are in. Maintain customer database with current information. Clear and concise communications with Department Managers, employees and company customers, including keeping customers apprised as to technician ETA, lead time for equipment and materials, and proposed schedule. Provide accounting with maintenance contract billing information. Prepare service invoices and timesheets for processing.

Reports to: Service Manager

Required Qualifications:

* Advanced customer service skills
* Ability to multi-task
* Organized
* Geographical knowledge of service area
* Knowledge of HVAC Industry

Daily duties:

* Take incoming customer calls
* Schedule and coordinate all service calls as they are received
* Create dispatch work order for all service calls
* Dispatch Service Technicians to pending calls
* Dispatch Service Technicians from home to first call.
* Debrief Service Technicians after completion of each call
* Respond to all messages left overnight
* Maintain the dispatch board / schedule
* Forecast work load 1 – 2 weeks out
* Contact customers with a Parts Pending status as parts are received for scheduling
* Follow up on pending and recommended work with customers
* Order parts for special orders
* Computer skills
* High school diploma or general education degree (GED)
* Five years related experience and/or training in customer service, dispatching or equivalent combination of education and experience
* Update customer files as information is received from installation. (Extended warranties, equipment info, new customers, etc.
* Maintain on call schedule, to include primary on call technician and backup
* Maintain customer history files in database
* Prepare paperwork for all manufacturer warranty parts
* Facilitate return of warranty parts
* Compare service timecards and work orders to service schedule
* Check service time cards for accuracy and process payroll
* Happy calls / customer surveys after service calls are completed
* Other duties as assigned.