

## Commercial Service Coordinator/Dispatcher

### Summary

We are looking for a coordinator/dispatcher with industry experience that thrives working independently while being part of a super-team! This person will be valued not only as the coordination wizard that they are but also as the amazing human being they are. Your customer-first attitude will be the reason we continue to succeed, and our positive culture will be the reason why you love your career. Come meet us!

---

### Qualifications

- Previous HVAC, Plumbing, and Electrical Customer Service experience
  - Result-orientated mindset
  - Be organized and have ability to work in fast-paced environment.
  - Retain/remember details given by technicians, managers, customers, and coworkers.
  - Be flexible without compromising goals.
  - Ability to adapt as continuous improvement initiatives move forward.
  - Work independently within the Team.
  - Willingness to learn.
  - Be a part of the solution when you uncover a problem.
  - Be analytical but decisive.
  - Be logical but gauge your gut instincts.
  - Positive outlook & helpful by nature.
- 

### Responsibilities

- Proactive Customer Communication, making it easy for customers to work with us.
- Answer phone calls & emails in a timely manner.
- Build relationships with customers, technicians, vendors and sales.
- Coordinate materials, equipment, and customer requests for work.
- Accurately prepare payroll for manager approval
- Rotate on-call with team for afterhours service dispatching.
- Crosstrain for purchasing, quoting, billing, and agreements.
- Cost effective decision making.
- Research customer concerns and disputes until resolution, even if it involves other departments.
- Engage with your team and offer support to all those around you.

The above role description covers the principal duties and responsibilities of this job. However, this description should not be construed to be a complete listing of all miscellaneous, incidental, or other duties which may be required.