

## Dispatcher / Service Coordinator

### Job Overview:

We are seeking a highly organized and customer focused Service Coordinator/Dispatcher to join our team. The ideal candidate is detail-oriented, proactive, and brings a "Can-do" attitude to every task. If you thrive working independently while also contributing to a collaborative, fast-paced team environment, this could be the opportunity for you. Your commitment to delivering exceptional customer service, coordinating schedules efficiently, and managing time effectively will play a key role in our continued success.

If you excel in communication, enjoy problem-solving, and take pride in keeping day-to-day operations running smoothly, we encourage you to apply.

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### Qualifications:

- Previous HVAC, Plumbing, and Electrical Customer Service experience is preferred; however, not required.
  - Customer focus and result-orientated mindset.
  - Strong organizational skills with ability to multi-task and prioritize.
  - Attention to detail and focused on the details that matter.
  - Flexibility without compromising goals and an ability to adapt.
  - Works well independently & is self-directed while understanding the importance of team collaboration.
  - Strong communication skills, both written and verbal.
  - Be a part of the solution when you uncover a problem.
  - Be analytical but decisive.
  - Ability to work in fast-paced environment and remain calm under pressure.
  - Positive outlook & helpful by nature.
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### 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 after-hours service dispatching.
- 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.

Comfort Systems USA-Central Texas is a commercial HVAC, Plumbing, and Electrical Service company located in Central Texas. We operate in a professional but casual office with a 'get it done' teamwork culture. Learn more about us at [www.csusactx.com](http://www.csusactx.com)

Work Location: In person/On-site

Additional Requirement: Ability to pass a full background screening that includes criminal background and drug test.

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**Build a career, not just a job. Join a company where your potential is recognized and your skills are valued. We offer competitive compensation/benefits package, career growth/advancement, and a supportive work environment with a collaborative innovative team. Apply today to be part of our dynamic team!**

*Comfort Systems USA, Inc., together with its subsidiaries, is an equal opportunity employer in all aspects of employment and prohibits discrimination and harassment of any type to all individuals regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, veteran status, genetic information, or any other characteristic protected by federal, state or local laws.*

Benefits:

- 401(k) matching
- Medical/Dental/Vision insurance
- Health savings account (HSA)
- Life insurance
- Short Term/Long Term Disability
- Paid time off (PTO)/Holiday Pay
- Employee Discounts Program