

AI's Twin Air, LLC

<https://ataservices1.com/job/field-services-dispatch-coordinator-2/>

Field Services Dispatch Coordinator

Hiring organization

AI's Twin Air, LLC

Employment Type

Full-time

Description

POSITION SUMMARY: The Field Service Dispatch Coordinator will coordinate field service activities and by assisting with day to day logistical operations of the maintenance/HVAC technicians. This includes answering the telephone, speaking with the customer to determine whether the call requires immediate attention. Oversees the work order system, assigning work orders, communicating, and prioritizing work orders. The Field Service Dispatch Coordinator must have extensive understanding of the work order processes, the technological aptitude to manipulate the software and data to accurately initiate customer request for service, collect information, and to be able to handle multiple tasks at one time. Requires good judgment and excellent communication skills to deliver excellent customer service to all. A team player who is comfortable working independently or with supervision, and reliable.

DIRECTLY RESPONSIBLE TO: Appropriate manager or supervisor.

SUPERVISION OVER: No

MANDATORY REQUIREMENTS

- Qualified candidates must have experience in general maintenance and attention to detail
- Background checks are mandatory

DUTIES AND RESPONSIBILITIES

The duties listed do not include all tasks which may be performed in the position of FIELD SERVICE DISPATCH COORDINATOR:

- Schedule and create work orders for preventative maintenance
- Schedule and create work orders for service repairs and replacements
- Excellent customer and telephone skills
- Dispatch technicians to service calls and provide needed service information
- Followup/track calls to evaluate progress and completion
- Review & process work orders and purchase orders
- Professional attitude and support with customers, team members, and management
- Work with customers and accounting office on invoices, accounting, and billing as needed
- Assist service techs as needed to procure parts for scheduled repairs
- Provide estimated costs for repairs when requested by the customer
- Enter Service calls into Housecall Pro database
- Set up and manage electronic and paper filing systems
- Maintain scheduling and Outlook calendars
- Complete forms in accordance with company procedures
- Assist with contracts to ensure tracking, invoicing, and monitoring
- Monitors and reviews service calls and PM activity (daily, weekly, monthly)
- Review field generated paperwork and prepare invoices for payment submission
- Responsible and accountable for reaching work goals and followup with

- manager and other team members on issues and challenges
- Ability to handle several tasks at one time and to prioritize workload
- Performs additional duties as assigned or requested

MINIMUM QUALIFICATIONS/EDUCATION

- Required High School diploma or General Education Development (GED) certificate
- College degree preferred
- Experience: 2-3 years in HVAC industry or HVAC preferred
- Experience Substitution for Education (If allowed): Yes.
- Licenses/Certifications: Not required but would be a plus

KNOWLEDGE/SKILLS

- Computer literate with basic Microsoft Word, Excel and PowerPoint, SharePoint experience, and other required databases
- Good problem solving and able to embrace challenges and be able to effectively solve problems with a positive attitude
- Must work well under pressure and fast paced-growing environment
- Must have excellent customer service, communication and organizational skills
- Attention to detail and critical thinking, and able to grasp and understand technical aspects of the job
- Must be self-sufficient and able to perform the job duties independent of supervision at times

WORKING CONDITIONS

- Occasional lifting, carrying, pushing, and pulling of items weighing up to 50 lbs
- Standing for extended periods may be required
- Generally, works alone, may work on some weekends and after the close of business hours may be required
- Computer use and may be periods of long sitting

ADDITIONAL COMPANY REQUIREMENT

- Minimum Age: 20 years old
- Must be able to pass employment background screening and reference check
- Pass random drug and alcohol testing after hire
- Drug free and alcohol free, and wellness conscious
- Comfortable discussing equipment with the customer
- Able to work Monday through Friday 8 hours per day 40 hours per week
- Able to coordinate an on-call rotation for nights & weekends (if requested or needed only)

BENEFITS OFFERED:

- Dental Insurance
- Vision Insurance
- Life Insurance
- Holidays

- Vacation
- Disability Insurance

TO JOIN OUR TEAM – APPLY TODAY!