

**Job Title:** Dispatcher

**Job Description Summary:**

- The primary functions of the Dispatcher is to:
  - Coordinates the scheduling of HVAC installations, repairs and maintenance.
  - Acts as primary contact between the customer and the company.

**Reporting Relationship:**

- The Dispatcher reports directly to the Office manager.

**Qualification Requirements:**

- Education:
  - High school degree or GED or equivalent experience
- Licensing/Registration/Certification:
  - None
- Experience:
  - Experience at handling multiple phone lines and interfacing with customers is desirable.

**Required Skills, Knowledge and/or Abilities:**

- Must possess good communication skills particularly telephone skills.
- Must be able to handle multiple phone lines and scheduling tasks.
- Must be customer orientated while maintaining the best interest of the company.
- Must have basic computer skills.
- Must be able to lift office supplies (approximately 25 pounds).

**Primary Responsibilities and Duties:**

- Answers customer calls, enters customer information in the computer, completes daily log and transfers information to the job-tracking sheet (Presidents call book).

- Performs scheduling tasks such as: assisting the HVAC Technicians and Installation Crew in scheduling work and completing paperwork and computer entries including pre and post job pictures.
- Performs communications responsibilities such as: serving as the primary company contact with the customer by answering customer inquiries, taking messages and faxing.
- Manages all maintenance contract agreements to include scheduling
- Performs contract responsibilities such as: creating and maintaining service contract files, preparing warranty papers and generating credit applications.
- Performs other duties as assigned by management.
- Possess a working knowledge of Current software, Field Locate or other applicable software.
- Responsible for getting email address from every customer.
- Assists in the determination of the effectiveness of advertising by asking callers where they heard of All American. The results are documented in Field Locate software or applicable software.
- Manages paperwork for installations including documentation of accurate model and serial #
- Attach pictures pre and post installation to Field Locate invoice.
- Manages deposits for the day and batching of credit cards
- Ensures all customers are imported into Field Locate and synched with Quick books
- Coordinates accounts receivable with accounts payable office every week to ensure general ledger is up to date.
- Maintains records of all contact with Field Locate support and keeps office staff informed through cc of email support requests.
- Performs daily cleaning prior to leaving for the day. A list is provided by management and posted on the dispatcher bulletin board.

**Management Expectations:**

- Must report to work at designated start time and not be off an excessive number of days.
- Must maintain a cooperative working relationship with management, employees and customers.
- Must not use company or personal phones during working hours for personal use. Occasional non-avoidable calls are acceptable.
- Must seek guidance and direction as necessary.
- Must make best use of time during the work period.
- Must be able to perform assigned duties with minimal supervision.

- Must maintain an appearance, which reflects favorably on the company.
- Must be willing to work extra hours as needed.

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