

MasterTech Plumbing, Heating and Cooling

https://www.mastertechplumbing.com/?post_type=jobs&p=29679

Dispatcher

Description

Would you like to work for a 5-star company that knows how important you are to the organization?

Do you enjoy helping people?

Are comfortable talking on the phone with all kinds of people?

Have you been told you're an excellent communicator?

Can you keep your cool when things get busy?

Are you humble, hungry and smart?

MasterTech Plumbing, Cooling and Heating is seeking a high capacity, dependable, full-time Dispatcher to add to our amazing team of master technicians and mighty nice people!

We provide an essential service and there's no way our team of trusty service technicians can be successful without a dispatcher skillfully managing their schedules, communicating with a diverse customer base, and maintaining a calm & confident presence in a busy working environment.

If this sounds like you, then we'd like to get to know you!

Responsibilities

The Dispatcher is primarily responsible for dispatching service calls and communicating with the service technicians and customers. It is the duty of the Dispatcher to organize and maintain the daily schedule to ensure a steady workflow.

It is imperative that the Dispatcher recognize potential disruptions to our schedule and take immediate action, including getting assistance from the General Manager, Assistant GM or Service Manager, to prevent any unnecessary inconvenience to the technician or the client.

Duties & Essential Job Functions

- Dispatch calls to the service technicians
- Field calls to and from the service technicians via the Dispatch cell phone. Most calls will be job related, such as disparities in the service call description, finalizing each service call with technicians, etc.
- Communicate with the customer to let them know the status of the technician that will report to the location, sending out pre-service questionnaires, etc.
- Close paperwork on a daily basis
- Act as a back up CSR and assist in answering phones
- Manage the technicians' schedules by way of the Dispatch Board, including making notation of time off, training meetings, etc.

Qualifications

Hiring organization

MasterTech Plumbing, Heating and Cooling

Employment Type

Full-time

Industry

Home Services

Job Location

5150 Interstate 70 Dr SW, 65203, Columbia, MO

Working Hours

Monday – Friday beginning at 7am

- Knowledge and ability to use computers, keyboards, and software.
- Strong verbal, written, and interpersonal communication skills. Must be able to remain calm & collected when things get busy.
- Ability to handle difficult situations with grace, remain personable & polite even when a disagreement arises.
- Must be dependable, and able to start work early in the morning.
- Willing and able to follow company procedures, while remaining flexible enough to adjust to changes in procedures, phone scripts, and other situations.
- Strong time management
- Must be self-motivated and able to manage your personal workload with minimal supervision
- Strong telephone skills, professional interpersonal skills, and the ability to accurately enter information into our operations software.
- Administration skills & reporting
- Working knowledge of Microsoft Word and Excel is a plus!

Job Benefits

We offer major medical insurance for which MasterTech pays a significant amount of the employee's monthly premium, dental & vision insurance, company-paid life insurance, 401k retirement plan with company match, paid vacation time, 8 paid holidays, employee discounts, career development training, and a fun & friendly work environment.

This position pays between \$16-\$20 per hour based on skills possessed, relevant experience, and other factors.

Contacts

Please click on the APPLY NOW button and complete the short online application. We encourage you to also attach a resume. (If your work experience is included in the resume, you can mention that on the online application instead of filling out that section.) Please only use a laptop or desktop computer to submit a resume or send separately to joe@mastertechphc.com. No calls, please!