

WATSON BROS. COMPANY

Plumbing | Heating | Air Conditioning | Industrial Piping | Design/Build | Engineering

3433 Electric Ave. Port Huron, MI 48060 | (810) 985-8173 | office@watsonbros1898.com

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SINCE 1898

Job Title:	Service Dispatcher	Job Category:	Office
Department/Group:	Service	Job Code/ Req#:	NA
Location:	Port Huron, MI	Travel Required:	No
Salary:	\$15.00 - \$18.00 per hour	Position Type:	Full time
Contact:	James Watson, Vice President	Date Posted:	02/21/2022
Will Train Applicant(s):	Yes	Posting Expires:	Once filled.
Applications Accepted By:			
EMAIL: james@watsonbros1898.com Subject Line: Service Dispatcher Applicant		IN-PERSON: James Watson, PE Watson Bros. Service Company, Inc. 3433 Electric Ave. Port Huron, MI 48060	
Job Description			
<p>PURPOSE:</p> <p>Communicate with customers, employees, and vendors via multi-line phones and email to schedule work and dispatch technicians via VERIZON CONNECT – WORK software. Job responsibilities are outlined below. Experience in the Mechanical Service industry or other construction service industries is highly desired. Salary and benefits will be determined based on years of experience and certifications.</p> <p>ROLE AND RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Schedule and dispatch service technicians via VERIZON CONNECT – WORK software. • Maintain and keep all information within VERIZON CONNECT – WORK software up to date. • Prepare invoices for service work. • Answer phones – transfer calls to appropriate department, personnel, voice mail, etc. • Maintain professional manner with all customers, vendors, and coworkers. <ul style="list-style-type: none"> a) Use initiative when structuring correspondences to provide a professional presentation. b) Use initiative to improve system for filing, tracking documents and important information c) Develop and present ideas for improvements to management for “feed back” or implementation. d) Maintain communication within the office to keep things flowing smoothly. e) Present information clearly and accurately. • Maintain strict confidentiality regarding the business affairs of the company and its employees. 			

QUALIFICATIONS AND EDUCATION:

- High School diploma or GED equivalent.
- Valid driver's license and reliable transportation.
- Strong computer skills including Office 365 and all its apps.
- Verizon Connect – WORK scheduling software (Or equivalent software).
- Experience in mechanical contracting/service or other construction fields.

PREFERRED SKILLS:

- Strong critical thinking and troubleshooting skills.
- Good listening and communication skills.
- Good interpersonal skills and patience.
- Good time management skills.
- Self-motivated and be able to work well alone or with others.

BENEFITS:

- Health Insurance.
- 401K Retirement Plan
- Paid Time Off and Holidays

ADDITIONAL NOTES:

- Hourly position, 8:00 AM to 4:30 PM
- Will be required to perform other duties as requested, directed, or assigned.