



WEBCO HR, Inc.

Let Experience be Your Guide

PART -TIME DISPATCHER/CUSTOMER SERVICE – EL CENTRO, CALIFORNIA

WEBCO HR, Inc. is seeking a Part-time Dispatcher/Customer Service Person for one of our clients located in El Centro , California.

SUMMARY:

The Dispatcher supports the day-to-day operations of the company by efficiently scheduling and dispatching technicians to calls. This role requires the dispatcher to think critically to ensure they are dispatching the best fit technician for the call.

RESPONSIBILITIES:

- The Dispatcher reports to the Operations Manager.
- Dispatch all service calls to ensure maximum scheduling efficiency without compromising client satisfaction.
- Manage the dispatch board to keep field personnel on the move and generating revenue. Make every effort to compress call scheduling effectively and maximize productivity.
- Notify clients ahead of time without fail if the technician is not going to arrive at their home within the scheduled time window and re-scheduling the time at the client's convenience.
- Communicate with the Purchasing and Warehouse Coordinator to help arrange efficient delivery of parts to the technicians. Every effort should be made to keep technicians on the job.
- Strictly adhere to the Dispatching for Profits Priority Service Schedule, including the 10-28 dispatching system to ensure the "Right" technician is sent to the "Right" appointment.
- Share responsibility to ensure that all technicians arrive at their designated appointments ON TIME.
- Debrief technicians after each call and insist that all employees collect payment immediately after each job is completed.
- Obey the company Code of Ethics, Team Rules, and Team Philosophy

QUALIFICATIONS:

- Skilled in the use of hand and power tools used in the plumbing trade.
- Knowledge of building codes, safety regulations, and safety practices.
- Ability to read and follow blueprints and rough drawings.
- Effective oral communication and interpersonal skills.
- Ability to complete projects unsupervised and unassisted.
- Excellent problem solving skills.
- Attention to detail and ability to perform multiple tasks simultaneously.
- Proficiency in basic mathematics and conversion of measurements.

REQUIREMENTS:

- High school diploma/GED required.
- Associate degree preferred but not required
- Self-starter, reliable, flexibility with hours.
- Strong customer service skills.
- Present and communicate professionally (written and verbal)..
- Excellent interpersonal communication skills on a professional and technical level.
- Able to work both independently and as part of a team.
- Strong knowledge of Microsoft Excel, Word and PowerPoint.
- Must be a critical thinker - Strong English composition skills.
- Telephone etiquette and working knowledge of email systems.
- Ability to develop tools that create efficiencies within department.
- Bilingual a plus, not required.

COMPENSATION:

- Hourly Wage
- Full Benefits

THE COMPANY:

Located in El Centro, our client's skilled technicians deliver expert installation and repair service to customers throughout the Imperial Valley. They staff only professionally trained technicians and installation specialists, each of whom have completed at least 100 hours of training each year.

WEBCO HR, Inc. is an Equal Opportunity Employer

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