

FPS

Job Description

Job Title:

Service Dispatch Operations

Step:

FBS Code:

FLSA Status:

Nonexempt

FLSA Type:

Administrative

Mgt Responsibilities:

N

Freedom to Act:

General Direction

Functional Area:

Operations

Department:

Service

Last Change Date:

Compensation Guidelines

Salary Grade:

Bonus Eligible:

Commission Eligible:

Car Eligible:

Job Summary (maximum of four sentences)

Responsible for the coordination of all service-related activities. Interacts directly with customers in a professional manner, providing efficient and quality service in response to customer needs.

Job Qualifications (minimum requirements)

Educational Requirements:

High school diploma or a General Educational Development diploma (GED).

Experience Requirements:

Three-five years minimum of Customer Service experience.

Other Requirements:

Fire Protection background a plus. Polished verbal and written communication skills required to interface with customers and Service personnel. The position requires proficient knowledge of Microsoft Office software, and standard office and accounting practices.

Preferred: Associates degree in business, or equivalent combination of education and experience. Knowledge of Timberline Software.

Working Conditions / Physical Requirements

#	Essential	Primary Responsibilities
1	Y	Interacts with customers in an effort to provide the best quality service. Diligently resolves emergency service issues and customer complaints. Schedules maintenance, inspections, remedial/repair services locally or out of town, and makes necessary travel arrangements. Coordinates with the customer and/or building to properly notify all parties of scheduled service, while satisfying paperwork requirements.
2	Y	Supervises Service Technicians. Maintains and provides weekly service schedules, while striving for efficiency. Ensures that all necessary documentation has been acquired to obtain access to site.
3	Y	Communicates with Sales personnel to review and clarify job specifications and prepares MOP's, as needed.
4	Y	Coordinates the procurement of necessary materials, equipment, rentals, and subcontractors required for daily assignments. Generates and assigns all emergency service work orders.
5	Y	Reviews and maintains service inventory levels.
6	Y	Maintains the integrity and manages the disbursement of field files, and assists in supervising all services technicians.
7	Y	Verifies the accuracy of weekly time cards, work orders, and field reports pertaining to service, and runs reconciliation for service time cards every Monday.
8	Y	Reviews service job cost and provides quarterly S-Job profitability reports.
9	Y	Provides customer with information on requested parts or additional services.
10	Y	Enters and activates S and D jobs, and prepares customer billings, when applicable.
11	Y	Produces monthly reports including, but not limited to: Service Booking Reports, Capacity Reports and Over & Under Billing reports.
12	Y	Maintains acceptable levels of outstanding receivables.
13	Y	Notifies Assistant Controller of pending issues and duties needed to be performed, prior to any absence.

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.