

## ***Basnett Plumbing and Heating Incorporated***

### **Job Description**

<b><i>Job Title:</i></b>	<b><i>Dispatcher</i></b>
<b><i>Pay Status:</i></b>	<b><i>Hourly Position</i></b>
<b><i>Work Hours:</i></b>	<b><i>7:00 am – 4:30 pm-- Monday through Friday</i></b>
<b><i>Job Category:</i></b>	<b><i>Operations</i></b>

### ***Primary Job Function:***

The position is responsible for assisting the Operations Manager in the daily call assignment for the technical staff. This includes overseeing the daily dispatching and efficiencies of the technical staff. These duties include the scheduling for remodels, estimates, new customers, service calls, and service agreements.

***Reports To:*** Operations Manager

### ***Daily Duties:***

- Primary interface between the customer and the technical staff.
- Monitors schedule daily for accuracy and highest efficiency
- Prepares technicians paper work for 1<sup>st</sup> job next day at end of current day
- Dispatches technicians/apprentices and monitors job progress.
- Take direct calls from customers for service requests or estimate requests.
- Schedules call-backs and no charge calls.
- Debrief technicians after each job and documents in Co. software
- Tracks technicians time card entry for accuracy
- Supports and endorses company policy, procedures and regulations

### ***Performance Indicators:*** (Measures of effectiveness in the position)

- Provides 100% accuracy in the scheduling of technical staff.
- Maintains a professional demeanor while dealing with customers on the phone.
- Maintains a strong working relationship with technical staff and Operations Manager.
- In performance of job, acts in accordance with company core values, mission and vision.

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- Assists the service technician in the completeness and quality of all paperwork associated with customer service calls.
- Minimizes lost time by creating a strong schedule of work activity for technical staff.
- Keeps current of new technological advances.
  
- Speaks clearly and writes well using appropriate spelling and grammar
- Provides 100% satisfaction for all customer calls.
- Measures the degree to which service contracts are being implemented.

This job description is intended to describe the general nature and level of the work being performed by employees in this job. It is not intended to be a complete list of all responsibilities, duties and skills required for this job classification.