



Assistant Dispatcher Job Description/Task Requirements

Department: Field Operations

Reports to: Assistant Director of Operations

Note: At Service West, we put our customers first and continually strengthen our partnerships through our employee's hard work, ingenuity and determination. Our 37-year history is a reflection of our collective efforts and focus.

We provide a team-family environment that promotes safety, personal growth, opportunities for advancement and professional achievement. Critical to our continued success is hiring and developing exceptional employees. We have high standards for our employees, with good reason. They represent Service West, our family, our brand, and our values to customers and our team members.

Basic Function: Assist with the field scheduling of delivery and installation work, including manpower and vehicle assignments, final work order instructions, and primary communication with field crews.

Specific Responsibilities and Duties include but are not limited to:

Dispatch:

- Assist in scheduling and dispatching workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios, email, and/or telephones.
- Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- Prepare daily work and run schedules.
- Maintain a "positive" and cooperative "can do" attitude especially during problem resolution and difficult situations.
- Maintain a neat, clean, professional appearance by being properly uniformed and groomed.
- Communicate with customers or supervising personnel in order to address questions, problems, and requests for service or equipment.
- Receive or prepare work orders.
- Monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.
- Share and oversee communications within specifically assigned territories with other assistant dispatcher.
- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Perform other duties and special projects as assigned.

Requirements:

- Has strong customer service attitude and manner; communicates easily and clearly; is polite and cordial in all interactions
- Ability to work in a team environment
- Understands basic installation processes: unloading, loading, staging, panel assembly, component assembly, cleanup and detailing, lock installations, etc.
- Management skills to organize and direct the activities of multiple functions employing a fluctuating, but generally large staff.
- Strong administrative discipline and data organization skills; good written communication abilities.

***Background check and drug screening required for employment**

****Service West is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.***