



# Dispatcher

## Job Description/Task Requirements

**Department:** Modular Operations  
**Reports to:** Operations Manager

**Note:** At Service West, we provide a team environment that promotes safety, personal growth, opportunities for advancement and achievement. Critical to our continued success is hiring team members that are an exceptional fit with our company culture. We have high standards for our management and employee teams and we strive to live our Mission Statement and Value Proposition on a daily basis.

### Mission Statement

At Service West our partnership with our clients is the key to our success. Our goal is to provide the highest quality service, and to become the most respected and the most profitable installation company there is. We will be a place where employees look forward to coming to work, are able to do their best and are rewarded for doing so. We are the standard by which others are measured.

### Value Proposition

At Service West, we deliver great quality work and services by anticipating service requirements, proactive planning and problem-solving, communicating professionally, and delivering seamless project execution all while building winning and long-lasting relationships with our customers.

### Basic Function

The Dispatcher Is responsible for 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:*

#### **Work Order Management:**

- Solicits paperwork for installation, service and delivery packets, including purchase orders for installation department/service work; works with sales, customer service and project management to get complete and accurate scope of work, and site/project parameters
- Reviews final packets for completeness and clarity of information, requests additional information if necessary, and writes up formal work order document for crews
- Provides verbal instructions to crews when field situations require modification of work order instructions
- Maintains official work order/installation packet with all project and field documentation
- Interfaces with Warehouse Manager to validate product receipt and Work Order readiness for delivery/installation

#### **Scheduling:**

- Schedules all operations personnel for delivery, installation, furniture service work, will calls and local drop offs for repairs, required site reviews, and any extra staff required in warehouse
- May make calls to customers to confirm delivery dates and times
- Solicits future project schedules from sales, technical service, sales support, and project management groups for tentative or "soft" scheduling, working to schedule out two to three weeks, with long range projects out two to three months
- May review back order report for acknowledged ship/delivery dates and sales orders appropriate for soft scheduling
- Continuously updates schedule as work order/project dates are revised
- Schedules time off, holidays, meetings, training, and other non-work order related labor assignments

**Dispatching:**

- Assigns specific supervisors, leadmen, drivers, installers, etc. to work teams and work orders based upon labor estimates, dispatcher's knowledge of field work and of personnel capabilities
- Hires approved subcontractors and temporary labor agencies for fill-in labor when required
- Stays on top of orders that aren't complete (damaged product, missing/back ordered product, etc.); works with warehouse and sales/project management/customer service staff to determine whether job can be scheduled or not
- Schedules shop work for special cuts or other short work that needs to be done prior to any scheduled installation or service work
- Works with dealer and warehouse staff to identify product needed from stock for any job; helps make sure that proper paperwork to pull that product is sent to the warehouse in a timely manner
- Distributes "pick lists" to warehouse so they can pull and stage product for next day's deliveries.
- Produces route sheet for delivery staff
- Sets up per diem/hotel arrangements for out-of-town travel for staff; ensures any petty cash disbursements are managed per company procedures
- Maintains flexibility in schedule to accommodate reasonable last minute assignments
- Keeps detailed history, either paper or electronic, of daily dispatch assignments for future reference and for use in checking in paperwork
- Keeps track of crew tardiness, no shows and other field disciplinary issues for HR purposes
- Solicits project progress reports and manpower requirements from field supervisors and leadmen; adjust field staff to meet scheduled finish dates and commitments

**Facility/Equipment:**

- Assigns vehicles to field crews and delivery teams as necessary; notes required tools, equipment and any special conditions (permits, dumpsters, etc.) that need to be taken care of
- Rents vehicles or equipment as necessary to supplement dealer owned/leased vehicle fleet

**Customer Service:**

- Communicates and interfaces with customers and dealer staff regarding scheduled delivery, installation and service work

**Processes/Procedures:**

- Monitors departmental labor and personnel policies as they relate to work assignments, i.e., overtime, paid travel, per diem, etc.

**Organizational Interplay:**

- Interfaces daily with sales, sales support, and project management staff regarding schedules and work order instructions

**Field Operations:**

- Interfaces with the field crews to ensure client and sales personnel communications are regular and professional
- Ensures that field paperwork is complete, clear and communicated to appropriate parties

**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.

**\*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.***