

ALLIED FIRE & SECURITY

Job Description

Job Title: Service Dispatcher
Department: Customer Care Center
Reports To: Regional Service Manager
FLSA Status: Non-exempt
Prepared By: Ken Townsend
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SUMMARY

Receives and records customer requests for service calls and is directly responsible to ensure those requests are dispatched to the proper employees. Maintains efficient follow-up on all requests to ensure timely and proper completion of those orders. Works with the Technician Supervisor and/or Regional Service Manager to identify and resolve problem areas in documentation and Wenn/Soft procedures. Works with Accounts Receivable to ensure a smooth daily flow of service orders for invoicing. Must have minimum knowledge of all service functions. Must have excellent telephone skills and good communication skills. Must be able to work quickly and have good problem solving ability. Must be able to remain calm in a sometimes hectic environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Works with the Regional Service Manager to constantly review necessary procedures, codes, and database information in the Wenn/Soft computer program.

Ensures proper and accurate input of all requests into the Wenn/Soft computer program and maintains accurate status changes of all calls entered.

Dispatches orders and relays messages and special instructions to mobile crews and other departments.

Performs follow-up with customer to ensure satisfactory performance of service.

Informs the Regional Service Center Manager of any and all customer complaints and works closely with customers to ensure those complaints are resolved in a timely manner.

Works closely with the Regional Service Manager and Technicians to identify and resolve problems with the daily scheduling.

Reviews daily the service call status with the Regional Service Manager to identify and resolve any problems or delayed orders.

Develops and maintains a daily routine for monitoring all service calls in "Suspended" status to ensure they do not get lost or forgotten with the inventory purchasing department.

Develops and maintains a procedure to assist all technicians with written quotes and reviews those quotes before they are sent to customers. Also does the follow-up with those customers as needed with regard to the quote.

Is responsible for the scheduling of regular service agreement inspections with the customer. These inspections must be done on time as indicated by the signed inspection agreement form.

Provides assistance with alarm monitoring issues, downloading of alarm programs, and false alarm resolution as necessary.

Works with and supports the service technicians as needed with telephone support, on site technical assistance, information regarding parts pricing, and rescheduling customer appointments as necessary.

Promotes the presentation of "Total Security Solutions" concept to new and existing customers by using the "MPV" program with the technicians.

Must believe in, support, and carry out all goals and procedures in our Company Policy Manual.

ADDITIONAL RESPONSIBILITIES

The Outside Service Dispatcher shall have the initial responsibility for maintaining smooth and problem free communication with our customers and proper, timely, and accurate documentation of all service related correspondence.

The Outside Service Dispatcher shall have the initial responsibility to maintain proper, timely, and accurate flow of all Wenn/Soft Orders until they reach Accounts Receivable.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock associated with office equipment. The noise level in the work environment is usually moderate.

CERTIFICATION:

X		X	
Employee Signature		Supervisor/Manager's Title	
X		X	
Printed Name	Date	Supervisor/Manager Signature	Date
I certify that I have read and understand the responsibilities assigned to this position.		I certify that this job description is an accurate description of the responsibilities assigned to the position.	
X			
Company President		Date	
I approve the delegation of responsibilities outlined herein with the context of the attached organization structure.			
The above statements are intended to describe the general nature and level of work being performed by the employee for this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.			