

Dispatcher / Customer Service

Great Service Starts With Great People!

Join Our Team: R.J. O'Neil strives to continue to build a culture rooted in team-oriented collaboration and can-do attitudes. It is these core values that lay the groundwork for a level of professionalism and excellence that consistently exceeds our customer's high expectations.

Job Description

R.J. O'Neil is looking for a dynamic and results-oriented Service Dispatcher to join our team. A service dispatcher is responsible for coordinating and managing the scheduling of all our technicians to ensure efficient and timely service to our amazing customers. Their primary role is to receive customer requests for services, assess the urgency and nature of the request, and dispatch the appropriate technicians to the designated locations.

The job description of a dispatcher may include the following responsibilities: Receiving and prioritizing incoming service calls: Answering customer inquiries, recording service requests, and assessing the urgency of each request based on factors such as customer need, availability of technicians, and nature of the issue.

Scheduling and dispatching technicians: Assigning technicians to service calls based on their availability, skill set, location, and workload. Optimizing schedules to maximize efficiency and minimize travel time.

Coordinating with customers and technicians: Communicating with customers to provide updates on technician arrival times, service delays, or any changes to the schedule. Maintaining clear and effective communication with technicians to ensure they have all the necessary information and resources to complete their assignments.

Monitoring and tracking service calls: Keeping track of ongoing service calls and monitoring their progress to ensure timely completion. Updating relevant databases or software systems with accurate and up-to-date information regarding service requests, technician assignments, and completion status.

Troubleshooting and problem-solving: Handling customer complaints, resolving scheduling conflicts, and addressing any issues that may arise during service calls. Finding alternative solutions when technicians are unavailable or there are scheduling conflicts.

Providing administrative support: Assisting with paperwork, maintaining records, generating reports, and performing other administrative tasks as required.

Maintaining knowledge of HVAC and Plumbing systems and company policies: Staying updated on the technical aspects of systems, company procedures, and industry regulations to effectively communicate with customers and technicians.

Ensuring customer satisfaction: Striving to provide excellent customer service by addressing customer concerns, following up on completed service calls, and maintaining positive relationships with customers.

In summary, a service dispatcher plays a critical role in coordinating and optimizing the scheduling and dispatching of our technicians to provide efficient and effective service to customers while ensuring customer satisfaction.

Job Type: Full-time

Benefits:

- Dental insurance
- Employee discount
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Tuition reimbursement
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday

Ability to commute/relocate:

- Montgomery, IL 60538: Reliably commute or planning to relocate before starting work (Preferred)

Experience:

- Dispatching: 2 years (Required)