

## Service Dispatcher/Scheduler

This position is fast paced, customer service driven with a sense of urgency. Taking and making calls all day long to help schedule and coordinate service calls for clients. Work co-workers in the service department to create the best customer service possible.

- Requirements
  - Detail orientated
  - Must be able to work in high pressure, time sensitive environment
  - Communication skills must be top notch
  - Must exceptional customer service skills
  - Ability to work well with upset or frustrated clients
  - Have a sense of urgency
  - Daily audit of the ticket queue, prioritize and escalate accordingly
  - Work the geographic map along with tech skill sets with most efficient plan possible
- Direct report to Service Manager