

Customer Service Coordinator / Service Dispatcher

Northland Mechanical Contractors, Inc., a leading mechanical contractor in business since 1971, is seeking a highly driven, full-time Dispatcher / Customer Service Coordinator.

This role requires the ability to perform critical thinking and make quick decisions without constant direction. The Service Coordinator is expected to perform the following duties:

Schedule & Dispatch

- Receive Service calls from customers and Project Managers
- Dispatch technicians courteously and efficiently
- Set up work orders properly in Service Management system
- Coordinate, engage & communicate with techs regarding scheduling
- Manage day and time when work is scheduled
- Manage tech's schedule daily on dispatch board within Service Management
- Confirm each WO expected was done daily
- Create and execute yearly boiler log schedules
- Coordinate delivery of ordered tools/materials
- Ensure WO is completed timely

Take ownership of work orders/jobs for the techs on team. Follow WO/job thru from start to completion

- Understand what is needed (scope/manpower) for the WO
- Understand the deadlines for the WO (completed by dates)
- Communication with the customer or AM/PM (scheduling & general updates)
- Monitor when parts are received & Update WO
- Support any field needs to complete the WO
- Creating Purchase Orders when needed for Account Managers and Project Managers

Work Order Management

- Follow up on aging WOs and drive them to completion with field techs, AM, and PM

Coordination

- Setup new work locations
- Review and respond to Service email requests
- Manage 3rd Party websites for scheduling status updates
- Update customer contact information (when needed) in Service Management
- Prepare Boiler Log binders for each appropriate location
- Update and manage the Technician On-Call calendar
- Enter weekly on-call pay for technicians
- Work with city and state inspectors to coordinate Permit Inspections
- Prepare paperwork for warranty parts and returns
- Prepare paperwork for and set up Service Agreement Turnover Meetings
- Review received parts in the warehouse to ensure parts on not sitting on the shelf for more than 2 weeks

Minimum Experience Required

- One or more year(s) of dispatch or service coordination experience
- Strong MS Office software proficiency and typing skills
- Detail-oriented and comfortable working in a fast-paced office environment
- Exceptional communication skills
- Superior organization and dedication to completing projects in a timely manner

- A positive, courteous, and helpful demeanor
- Desire to work in a team environment to a common goal

Preferred Requirements

- Mechanical industry experience a plus
- Sage 300 CRE (Timberline) software experience is a plus

Excellent compensation package provided including

- Competitive salary commensurate to experience
- Medical and Dental Benefits available
- Paid holidays
- Generous Paid Time Off program
- Monday – Friday work week

Job Type

- Full-time, in Office