

Service Scheduler/Dispatcher.

This position involves the following skills and responsibilities:

1. **Answering the phone:** This person must have a great phone demeanor and be able to handle multiple phone calls at a time. They must be understanding and patient with customers and reassuring, and also very responsive. When customers call in for service, they expect someone to help them or call back with answers quickly - so we need someone who would be dedicated to responding rapidly and making every customer feel like they are the most important person out there. This would require coming up to speed in the water treatment industry so they have the knowledge required to answer questions that customers have, and more importantly, gather the necessary information to properly schedule the service calls. We provide training in these areas, but someone with a great memory and the ability to really absorb the new information and knowledge would be a perfect candidate.

2. **Scheduling:** The Dispatcher will schedule all the incoming service call requests using Google Calendar. This means understanding the nature of the calls and learning the skill sets of each employee by working with our Service Manager, so that calls can be assigned to the right technician. It also means interfacing with the Warehouse Coordinator to make sure that materials and supplies are available, especially for special-order calls. In addition to incoming calls, we have a large body of "regular service customers" that need to be serviced every month. The Dispatcher is also responsible for getting these calls on the calendar and for calling the customers to arrange the calls. It will require gaining a solid knowledge of our service area and how long drive times are and how long service calls take, and the person must be adept at juggling and rearranging calls in real time to minimize wasted driving time and wasted opportunities to get jobs done in a timely way, while always communicating with customers and staff so they feel taken care of.

3. **Communication with staff:** A critical aspect of this job is constant communication with the AWS staff. This means the Service Manager and Service Techs, as well as Management. We have had lots of problems with customers being forgotten about and also service techs not being aware of new calls added to their schedules. The new person must be able to stay on top of a very busy and active work environment while paying great attention to details and allowing nothing to fall through the cracks.

The skills needed for this job are:

1. Great communication skills - verbal and written
2. Computer skills - Microsoft Office suite and Business Works account management software (will learn on job)
3. Google calendar and gmail knowledge
4. Highly organized with attention to detail
5. Able to follow protocol and improve on the existing operational systems currently in place.
6. Being complete with all job activities - never letting calls or customers wait
7. Patient and unflustered by a constantly changing schedule and sudden customer demands.