

Dispatch /Customer Service

Job Summary

- Receive and answer customer service requests
- Receive and dispatch orders to field technicians
- Schedule customer maintenance
- Assess situation and prioritize calls
- Oversee the route of field technicians and track health and safety
- Coordinate schedule in the most effective manner
- Inform field technicians about orders
- Track and update call logs
- Provide reports to upper management

Responsible for

- Updating details to various data basis
- Updates to current customer data and open new accounts
- Uploading supporting documents
- Maintaining customer assets
- Creating – updating customer maintenance contracts
- Opening work orders and purchase orders
- Managing monthly reports for Key Performance indicators
- Invoicing workorders as required

Job Type/Category

- Full time, Monday – Friday, 8am – 5 pm

Required Education, Skills and Qualifications

- Must have 2 years of related experience
- Proficient in English (oral and written) (second language of French is considered an asset but not necessary)
- High School Diploma
- Competent with Excel/Work/Microsoft Outlook etc.
- Fast typing with experience in Data Entry
- Superior Customer Service skills
- Active listener with excellent communication skills
- Relationship builder
- Able to work in high pressure situations
- Sound judgement and critical thinking
- Outstanding organizational and multitasking abilities
- Teamwork – collaboration with internal and external partners
- Adaptability and change management
- Able to work in fast-paced environment