

**Company:** Bresco Broadband

**Job Title:** Service Dispatcher

**Job Type:** Full-time

**Hours:** Monday – Friday 8:00AM – 4:00PM

Preferred candidate traits: Project management experience, excellent organizational skills, flexible attitude, top-shelf customer service and phone skills, experience with PowerCode a plus

Job: The Service Dispatcher is responsible for scheduling our Installation Teams working out in the field. The Dispatcher interfaces with our new business and residential customers, coordinating times for their installations, informing them of the details of work to be done, and acting as the front line of Bresco's best-in-class customer service. A successful Dispatcher can strategically prioritize field work to reduce truck rolls and travel time, maximize job completions, and maintain customer satisfaction. Additionally, the Dispatcher will need to respond thoughtfully and efficiently to unexpected delays and outages. The best candidates can quickly assess problems, work with our team to craft solutions, and are willing to jump in to help maintain Bresco's track record of excellent service.

### **Responsibilities**

- Oversee and coordinate schedule for installations, uninstalls, and service calls.
- Contact new customers within two days of receiving contract to schedule installation.
- Work with Director of Service and Director of Support to ensure timely execution of field work needed to resolve customer support calls.
- For jobs scheduled in advance, confirm with customer 24 hours before, and check that sites are ready for work.
- Always document the causes of job failures. Inform Sales of any business job failures day-of.
- Participate in project planning meetings to ensure organized execution of large projects.
- Implement and enforce policies to minimize miscommunications, delays, and inefficiencies.
- Answer Support calls personally if needed to avoid rollover.
- Be ready to adapt schedule for unexpected outages or major customer issues. Maintain clear communication with any rescheduled customers. Follow color-coded service priority system.
- Participate in rotating on-call system for any required after-hours/weekend work.
- Check and maintain fuel levels for 180 and DTC generators.
- Manage physical inventory using system of your choosing. Notify service manager of any anticipated equipment shortage. Update system continuously.
- Anticipate and schedule van maintenance. Manage van stock sheet documentation.
- Sweep and mop data center, wash air handlers, schedule plant maintenance as needed.
- Follow standards of best practice for documentation using Monday, Teams, Powercode, etc.
- Use methods of internal reporting and auditing to improve operations and reduce errors.
- Regularly report performance to Director of Service and discuss possible improvements.

### **Requirements**

- High School diploma
- Knowledge of computer operations sufficient to enter, retrieve and manipulate data.
- Microsoft Excel
- Fast learner
- Excellent customer Service
- Effectively prioritize situations and make decisions based on the information received.
- Work under stressful conditions and react appropriately using good judgment.
- Willingness to maintain respectful working relationships with co-workers, supervisors, and the general public.
- Ability to occasionally lift and/or move up to 50 pounds.

### **Equal Opportunity Employer Statement:**

Bresco is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. Bresco is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Bresco are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex, age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family or parental status, or any other status protected by the laws. Bresco will not tolerate discrimination or harassment based on any of these characteristics. All Bresco employees are required to complete annual harassment and other educational training as required by Bresco.