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# Example of Service Dispatcher Job Description

Our company is growing rapidly and is looking for a service dispatcher. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for service dispatcher

* Determine the most efficient travel methods and patterns for each technician to visit multiple sites
* Monitor computer for fire alarms, trouble alarms and supervisory alarms
* Answer incoming calls to assist internal and external customers via phone
* Communicate with customers to determine details and priority of service requests
* This position will go out into the field alongside Trades personnel to better understand the nature of service calls, campus geography, and building systems
* Adaptability and Continuous Learning
* Problem Solving and Reasoning
* Serves as first point of contact, answering emails, telephones and directing them to the proper resource
* Monitors and Maintain the UFS system
* Confers with department supervisors to determine status of assigned dispatchers and field technicians

## Qualifications for service dispatcher

* Schedules will change throughout the year based on the needs of the business
* Proactive approach with willingness to work independently part of a team
* Working knowledge of food and wine and able to confidently speak on, able to properly sell such items
* 1+ year experience in customer service, preferably in call center environment
* Experience compiling and interpreting data
* Experience interacting with all levels of management and departments within the company, with suppliers