



## JOB DESCRIPTION

**Title:** Dispatch Operator I

**Department:** Mobile HVAC

**Status:**  Full Time / Part Time

Exempt /  Non-Exempt

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### ABOUT US

Advanced Systems Services Inc. is a family-owned and operated business since 1990 providing commercial air conditioning service, repairs, and upgrades to specialty mobile commercial vehicles.

We specialize in the following mechanical systems in a commercial, mobile environment: HVAC, hydraulics, generators, electrical power distribution, fabrication and welding, IT communication, custom interior upfits, flooring, cabinets, wall, and ceiling finishes.

Our clients include (but are not limited to) the following industries:

- Mobile Police and Fire Command and Control
- Mobile Medical
- Mobile Television Production and Broadcasting

### WHAT WE OFFER

- Paid Time Off
- Medical, Vision, and Dental
- 401K plan with company match
- Salary Range: \$15.50- \$23.00 per hour

### SUMMARY OF POSITION

Provides administrative support to the Mobile Service Division and Fabrication Division. Primary duties include assisting with creating job tickets, processing job information, and scheduling maintenance. May include, but not be limited to, coordinating with customers and employees, organizing information and parts, and data entry.

### DESCRIPTION OF DUTIES AND RESPONSIBILITIES

- Setup and post of daily work schedules for Techs
- Create new job tickets, dispatch tech and resolve new job tickets
- Confirm mobile job tickets, reports and pictures are received for previous day and prep for invoicing
- Check dispatch emails and answer phone calls (determine urgency and respond according)
- Keep clients updated on ETAs via customer portal and phone calls
- Create and update client profiles in ERP system
- Communicate with techs to give and receive thorough dispatch information
- Call sites to Coordinate Maintenance Scheduling. Update Scheduled Maintenance Sheet and calendar
- Assist Parts Coordinator on Job Setup Preps
- Maintain consignment inventory counts and submit to clients
- Acquire and Update VIN, Model #, Serial # of components on Accounts
- Setup and maintain the "On-Call" Mobile Tech schedules
- Enter fabrication job tickets into accounting system
- Train and set up operating protocols for this position
- Additional administrative duties as assigned



## KEY COMPETENCIES

- Strong computer skills and highly proficient in MS Office Suite, Windows, Google Suite
- Ability to think critically in the assessment of situations that will help team move forward.
- Excellent communication abilities to convey information to customer and office staff.
- Maintain professional relationships with leadership, engineers, and worksite teams
- Strong written and verbal communication skills
- Ability to think individually as well as collaboratively when approaching personnel issues
- Ability to read, interpret, and execute safety measures, procedure manuals, and written correspondence
- Self-starter/Excellent work ethic
- Proactive approach to problem-solving, and process improvement
- Ability to thrive in an environment of change and growth.

## EDUCATION AND EXPERIENCE

- High School Diploma or Equivalent (GED) required
- Minimum of 3 years dispatch experience required
- Current State Driver's License & Clean Driving Record required
- Background check (Required)

## PHYSICAL REQUIREMENTS

- Ability to spend prolonged periods of time standing, sitting, or walking
- Ability to work in enclosed environments exposed to excessive noise, and cold or heat
- Must be able to lift at least 50lbs.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential requirements

## REPORTING RELATIONSHIPS

- This position reports to: **Dispatch & Procurement Manager**

## QUALIFICATIONS

- GED Required
- Must be fluent in the English language (both verbal and written skills required).
- Experience in a construction, technical, or mechanical industry preferred
- Computer Skills- ability to learn new programs and technology required
- Typing and Data Entry - ability to quickly and accurately input information into work orders, job tickets and other software as needed
- Organizational Skills- keep track of critical details and expertly organize information
- Communication Skills- ability to effectively communicate needs, work with different personality types