

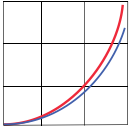
Clima-Tech, Inc.

DISPATCHER
JOB DESCRIPTION

Department: **Service**

Reports to: Service Manager

WORK ENVIRONMENT



1. DUTIES AND RESPONSIBILITIES

- Schedule and dispatch technicians for service or emergency repair rendered to the supermarket, restaurant, or other business area.
- Respond to customer service requests in reference to specific questions or problems that may arise at the moment of receiving or placing a call.
- Update the records, and schedules of the calls received on the company's software Field Service Management (FSM).
- Update Field Service Management with information from the technicians.
- Relay work orders, messages, or information to or from technicians, or supervisors using telephone, e-mail or Field Service Management.
- Transfer calls from technician to Purchasing when parts order is needed.
- Keep AQMD log sheet and PM list.
- Set up schedule for next day activity.
- Provide quotes to customers.

2. QUALIFICATIONS / SKILLS

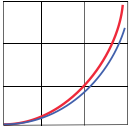
EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED).

Two years progressive experience in commercial refrigeration related Dispatcher and/or training is desired; or equivalent combination of education and experience.

SKILLS:

- **Active Listening** – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- **Speaking** – Talking to others to convey information effectively and professionally.
- **Coordination** – Adjusting actions in relation to others' actions.
- **Reading Comprehension** – Understanding written sentences and paragraphs in work related documents.
- **Time Management** – Managing one's own time.
- **Monitoring** - Monitoring/Assessing performance of yourself to make improvements or take corrective action.
- **Service Orientation** – Actively looking for ways to help customers and other employees.
- **Critical Thinking** – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.



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- **Social Perceptiveness** – Being aware of others’ reactions and understanding why they react as they do.
- **Writing** – Communicating effectively in writing as appropriate for the needs of the audience.

UNDER REVISION