



Position	Service Dispatcher
Location	Mississauga, Ontario

We currently have an opening in our Mississauga branch for a **Service Dispatcher** who will serve as a contact between the Service Department and the Customer in answering calls and scheduling / dispatching technicians.

Responsibilities & Accountabilities:

- Interacting with customers via various communication methods and accurately documenting service needs
- Prioritize service calls
- Dispatching technicians and tracking service calls to completion
- Resolve service issues if related to dispatch and respond immediately to resolve technician or customer concerns
- Log service calls into the dispatch system
- Schedule service calls, ensuring that service is completed in accordance with established standards
- Dispatch calls to technicians based upon route and technician location
- Coordinate with other departments, such as sales, to ensure that customer needs are met
- Ensure that various administration duties within the department such as filing and data entry are completed timely and accurately

Qualifications:

- 2+ years related experience in dispatch or customer service preferred
- Demonstrated ability to manage high-stress situations calmly and effectively
- Demonstrated ability to actively manage multiple, concurrent projects
- Strong problem-solving ability
- Proven time management and organizational skills
- Exceptional communication skills, both verbal and written
- Proficient in Microsoft Office (Excel, Word & Outlook)

Reasonable accommodations are available, upon request, to candidates participating in the selection process. Should you require accommodation, please ensure to notify us in advance.

Please forward resume to hr@nee.ca