



KASLO, LLC
Laconia Refrigeration & New England Mechanical

Job Description

Title: Dispatching and Service Assistant

Reports to: Service Manager

Summary of Position:

Provide assistance to the service manager and technicians through positive interaction by telephone, email, and in-person. Prepare complete and accurate service tickets for the field technicians, and assist with parts ordering, returns and warranty.

Duties & Responsibilities:

- Work with the Service Manager to ensure steady operation of the job workflow.
- Schedule out each Service Tech and PM Tech every day; and review their daily functions if necessary. Be aware of and manage over time.
- Dispatch service calls via email and ServiceTitan in a timely manner
- Use ServiceTitan to its full potential, by reviewing work orders, reviewing Technician's "board" for quantity of open tickets, reviewing tickets waiting on quotes, and schedule time for Techs to go back for completion of jobs.
- Provide Techs with general support. This may include customer service history, navigation help, or general office assistance.
- Accurate preparation of tickets for service calls, preventive maintenance calls, and installation projects.
- Assist Purchasing Manager with parts ordering for Service Technicians.
- Assist Technicians and Finance with warranty returns and filing of claims.
- Assist accounting to resolve billing issues and help with invoicing when possible.
- Assist Service Manager with the tracking of PM (preventive maintenance) scheduling and completion.
- Provide support to other office staff members to assure a smooth and efficient operation.
- Responsible to follow strict safety program guidelines.
- Assist with any additional duties as needed.

Qualifications:

- At least five-year experience in customer service, fast paced office setting.
- Excellent telephone etiquette and customer service skills.
- Strong computer skills including Quick Books, Microsoft Office, Microsoft Outlook, and ServiceTitan software (preferable but not required).
- Strong written & verbal skills
- Outgoing and cheerful personality and ability to work well with others.
- Self-motivator and strong multi-tasking, organizational, and detail-oriented capabilities.
- Have ability to concentrate and perform very well under pressure.

Other Responsibilities:

The above describes the general nature and level of work being performed in this job. They are not intended to be an exhaustive list of all duties, and indeed additional responsibilities may be assigned as required.

Job Qualification:

- High School Diploma or GED Equivalent
- Outgoing and cheerful personality and ability to work well with others.
- Self-motivator and strong multi-tasking, organizational, and detail-oriented capabilities.
- Have ability to concentrate and perform very well under pressure.

Physical Requirements:

- Ability to sit for long periods of time.
- Ability to stand and bend.

The above statement reflects the general details considered necessary to describe the principle function of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent to this job. This job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will".