**JOB DESCRIPTION:**

**DISPATCHER**

Department: Service Prepared By:

Reports to: Service Manager Approved By:

Revised Date:

**OBJECTIVE**

The Dispatcher is responsible for maintaining the Service Technician's daily schedules and dispatching the technicians as service repair orders are completed. Schedule return trips with advisors when parts are in and maintain the on-repair order schedule for service technicians. Keeping clear and concise communications with department managers, employees, and company customers, including keeping advisors appraised as to shop schedule and requested promise times. They are providing advisors with maintenance contract billing information. Preparing repair estimates and time punches for processing.

**PRIMARY RESPONSIBILITIES**

The Dispatcher is accountable for performing the duties and responsibilities described below. The list, however, is not necessarily an exhaustive description of the duties and responsibilities associated with the job. The Dispatcher also performs other duties and responsibilities as needed.

**Managing Business**

* Organize incoming customer repair orders
* Schedule and coordinate the dispatching of all service orders as they are received
* Dispatch service technicians, one repair order at a time
* Dispatch service technicians based on their skill level to meet the manufacturer's warranty requirements
* Debrief service technicians after completion of each repair order by line repair
* Verify technician line description
* Maintain shop dispatch board/schedule
* Forecast WIP/holdovers for 2 – 3 days out
* Contact advisors with a "Parts Pending" status as parts are received for scheduling
* Follow up on all pending and recommended work with customers utilizing the pending work log
* Maintain the maintenance agreements, including billing, scheduling, and staging of materials, database information, customer hard files, and renewals
* Help Service Manager with marketing issues as directed
* Discuss parts ordering with technicians for projected arrival and completion times
* Verify the list of parts used with technicians, including core returns

**Daily Duties**

* Update customer repair order as information is received from installation (Customer Pay, Warranty, Internal, Extended Warranties, etc.)
  + Type service contract proposals for new customers
  + Maintain repair order routing, to include 1st on the repair order and standby technician as necessary
  + Review customer vehicle history in the database as appropriate
  + Verify return of customer pay parts to customer
  + Verify return of warranty parts to Parts Dept.
  + Verify technician time punch on work orders
  + Check service timecards for accuracy
  + Other duties as assigned

**Performance Indicators**

* Specific business indicators will measure the effectiveness of the Service Dispatcher. These include the following:
  + Technician efficiency and productivity
  + The degree to which unproductive labor or lost time is minimized
  + Number of customer complaints due to scheduling
  + Number of return trips/repair order backs due to scheduling inefficiencies
  + Timeliness of warranty part processing
  + Other indicators

**Required Qualifications**

* Advanced customer service skills:
  + Ability to multi-task
  + Organized
  + Knowledge of the service area
  + Knowledge of the industry is needed
  + Computer skills
  + High school diploma or general education degree (GED)
  + Two years related experience or training in customer service, dispatching or project management or equivalent combination of education and experience

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_