SERVICE DISPATCHER

TOYOTA MATERIAL HANDLING NORTHERN CALIFORNIA (TMHNC) is Northern California’s premier forklift and industrial equipment dealership. We are currently interviewing for a Service Dispatcher for our Hayward branch office. You will be joining an established and successful team that is well-trained and focused on providing superior service support to our customers. We are seeking an energetic, professional individual with industrial equipment or mobile fleet dispatching experience to enhance our Hayward branch office. For more information please go to: www.tmhnc.com. TMHNC is an EEO/AA/Veteran/Disabled employer.

Applicants must submit a cover letter and resume to: https://home.eease.adp.com/recruit/?id=9074421

Position Title: Service Dispatcher
Department: Service Department
Branch: Hayward
Reports to: Branch Parts and Service Supervisor
FLSA: Non-Exempt
Updated: November 2013

JOB OVERVIEW:
The Service Dispatcher is responsible for the timely, accurate and efficient dispatching of the mobile service technicians assigned to the Hayward Branch on all service and preventative maintenance jobs while maintaining an emphasis of providing excellent customer service. The Dispatcher constantly monitors the PM and Service due reports and works closely with his/her Tech Team to complete them in the most efficient manner possible. Close communication is kept with the Technicians to ensure recommended repairs are being identified and quotes for same are being turned quickly by the Service Writer.

KEY RESPONSIBILITIES
• Provide superior customer service to all internal and external customers
• Provide quick response in answering all phone, email, and radio inquiries
• Ensures same day service to all customers whenever possible
• Dispatches technicians to calls as they are received, using all critical information on customer needs
• Ensure the efficient utilization of “work-hours” in the most productive and economic manner.
• Always Dispatch the nearest and available technician to the job to minimize drive time and increase response
• Perform daily review of WIP reports and ensure all disputes are resolved ASAP with fellow departmental team members
• Work closely with PM Coordinator to ensure PM contracts are updated as needed including cancellations, address and contact changes, equipment addition/removal etc.
• Support pre-scheduling of each PM Service with the customer to reduce the chance of lost time.
• Initiate zoning by PM Technician to keep the Tech focused on specific PM’s in specific territories.
• Use all resources necessary to ensure the customer needs are met as quickly as possible
• Ensure a full day’s work for each technician and notifies management when this cannot occur
• Ensures constant coordination of jobs including regular communication with parts personnel, Service Writers and Technicians to ensure all are completed in a timely and efficient manner
• Communicate regularly with the customer regarding job start time and completion status
• Communicate with your manager on a regular basis regarding issues, strategies, suggestions and any assistance or training needed
• Always ensure constant communication with the customer (internal/retail) if TMH is not able to meet our commitment for performing the PM.
• Strive to meet all customer commitments and immediately elevate situations which prevent this from happening to management for possible solutions before notifying customer
• Ability to work well in a team environment
• Ability to work overtime from time to time
• Other job duties may be assigned as determined by management

QUALIFICATIONS / REQUIREMENTS
The requirements listed below are representative of knowledge, skills and/or abilities required, but not limited to items listed below, and performed with or without reasonable accommodation.

• HS Diploma or equivalent, and 3 to 5 years progressive dispatching experience in a material handling or industrial work environment
• Proven ability to communicate effectively with employees, vendors and customers
• Ability to work under pressure with shifting priorities in a changing environment, and is self-directed with good business judgment
• Intermediate computer skills in: MS Office Suite and mainframe system software (NDS or similar)
• Clean DMV Driving Record and Drug Screen

PHYSICAL REQUIREMENTS

Sitting/Standing/Walking
• Approximately 15% is spent standing, squatting, kneeling or moving about the work areas
• Approximately 75% is spent seated at a desk, working on the telephone or at a computer terminal
• Approximately 10% spent climbing, kneeling, crawling, squatting, bending and twisting
• Approximately 5% is spent driving Forklift Trucks and equipment
• Must be able to lift up to 50#
• Operation of foot controls or repetitive foot movement required for driving equipment including forklift and motor vehicle

Speaking/Hearing
• Clear diction, correct grammar and acute hearing are necessary for effective communication with clients, vendors, management and other employees.

Vision
• Corrected vision close to 20/20 is necessary to effectively use computer screens, drive equipment and vehicles.