



**FostersKraus.com**  
999 Enterprise Drive Suite 100  
Marion, IA 52302  
319-377-6325

**Position:** Service Dispatcher

**Location:** Marion, IA

**Employment Type:** Full-time, Non-exempt

**Schedule:** 8:00 AM to 4:00 PM

**Reports to:** Service Manager

### **Job Summary:**

As a Service Dispatcher at Fosters Kraus, you will coordinate both non-emergency and emergency service calls, linking customers with service technicians to ensure efficient operations. This role requires strong organizational and communication skills, particularly the ability to maintain positive and professional communications during challenging situations. You will manage scheduling, update customer database, and handle customer interactions to optimize service delivery. Additionally, you will assist with various administrative duties under the guidance of the Service Manager and Office Manager. Your efforts will directly influence our customer satisfaction and operational success.

### **Job Responsibilities:**

- Coordinate and dispatch service calls to technicians. Provide initial customer service communication and direct technicians accordingly. Provide exceptional customer service to customers.
- Schedule and track service appointments to ensure efficient operations.
- Finalize work orders and related documentation in an efficient and timely manner.
- Maintain and update job statuses and logs in customer database.
- Communicate effectively with service technicians and customers to manage expectations and resolve scheduling issues.
- Ensure all dispatch activities comply with company policies and customer service standards.
- Perform additional administrative duties as needed as assigned by Service Manager.

- Stay current on technological tools and processes to provide best support to technicians and customers.
- Promote a team environment and communications to provide excellent customer service.

**Requirements:**

- Experience in dispatching or in a similar role preferred, preferably in a residential service or plumbing environment.
- Proficiency with dispatch software and strong computer skills.
- Ability to manage and execute multiple tasks at the same time.
- Excellent customer communication skills, capable of handling high-stress situations calmly and effectively.
- Ability to communicate externally and internally with professional etiquette by phone, email and in-person, particularly when handling high-stress situations calmly and effectively.
- Must possess strong typing skills and be adept at navigating various computer applications within an office setting.
- Ability to multitask and prioritize in a fast-paced environment.

**Physical Demands:**

- Primarily sedentary with frequent use of computers and phone systems.
- May need to sit for extended periods while managing communications and dispatch systems.
- Must have good manual dexterity to operate office equipment and manage documentation.
- Must be able to hear clearly and distinguish sounds, which may be important for communication and emergency response.
- Must be able to see clearly, including the ability to distinguish colors for various status lights on dispatch equipment.

Fosters Kraus is an Equal Opportunity Employer.

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