

## Job Description

**Position Title:** Customer Service Representative/Dispatcher  
**Department:** Customer Service  
**Reports to:** Customer Service Manager  
**FLSA Status:** Non-Exempt – Fulltime

### Job Summary:

This position serves customers by scheduling/dispatching service technicians and resolving customer issues.

**Essential Duties and Responsibilities:** *The following list is intended to describe the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job. The employer reserves the right to change or assign other duties to this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

- Evaluate and organize routes for the service technicians
- Schedule service technicians and customer follow-up
- Review daily the service technicians' activities, prepare reports and complete customer surveys
- Identify and resolve customer problems
- Accomplish customer service and organization mission by completing related results as needed
- Attend departmental, planning, and company meetings

### Job Requirements/Skills:

- H.S. Diploma or equivalent
- 2-3 years of experience scheduling/routing service technicians, drivers, products, etc.
- 2-3 years of exceptional customer service experience
- Computer proficient with Microsoft Office (Word processing and Excel spreadsheets)
- Highly organized and detail-oriented
- Exceptional verbal and written communication skills
- Ability to recognize and solve problems
- Ability to multi-task in a fast-paced environment
- Must have a good work history, good attendance, and work ethic
- Self-motivated/ team player

### Work Environment/Physical Requirements

- Normal office environment - daylight shift

### What we offer:

- Medical, dental, and vision benefits following 30 days of employment
- Paid PTO during your first year
- 7 paid holidays
- 401K plan with company-matched funds
- Company-logo work attired provided
- Company-paid life insurance, long term disability insurance
- Option to purchase supplemental benefits
- Referral program

**Location:** Morgantown, WV

**For consideration:** Please click on the link below to complete our employment application and click on **Apply Now**.

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=57353&clientkey=F15F2B6AE408FA62D65B766AFFE84A88>

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