

## Dispatcher

Collicutt Energy Services Inc is currently seeking a Dispatcher to join our team based out of any of our West Sacramento location. We are looking for someone with extraordinary organizational skills who is ready for the opportunity to grow with the company and challenge themselves.

### **The successful candidate will be responsible for:**

- Receive service calls, schedule and dispatch Service Technicians
- Maintain On Call schedule and dispatch On Call Technicians
- Co-ordinate processes, people, and activities to ensure efficiency
- Communicate with customers via phone, email and meetings. Planning a schedule to accommodate their schedule and deadlines
- Instruct technicians to take responsibility for completing paperwork
- Oversee restocking of trucks on a regular basis and ensure appropriate parts are place in the trucks for Technicians to complete their work on time
- Compare billable/non-billable service hours/work orders to service schedule
- Review and approve service field and shop time tickets
- Ensure that all service programs, policies and processes are carried out by all service personnel
- Delegate authority to competent service personnel to carry on the service departments work in an efficient and productive manner
- Keep Service calendars up to date and forecast workload
- Assist with account credit hold resolutions
- Process new service agreements
- New equipment registrations
- Vendor & Municipality invoicing
- Process warranty claims and warranty invoices
- Obtain technician credit cards receipts and correctly coding charges to jobs
- Create service orders for all service calls.
- Contact customers with parts status as parts are received for scheduling.
- Follow up on pending work with customer utilizing the pending work log
- Support and maintain agreements, including billing, scheduling, and staging of materials, database information, customer hard files and renewals
- Order parts for special orders
- Support list of parts used by technicians to warehouse for truck restocking
- Update customer files as information is received from installation
- Support service contract proposals for new customers
- Maintain customer history files in database
- Maintain service invoice logs
- Check service hours for accuracy
- All other duties as assigned

### **The position requires:**

- 3+ years of power generation and/or gas electrical knowledge
- Journeyman trade certification an asset (Electrician, Automotive, etc.)
- Power generation and Diesel/Natural Gas engine knowledge is considered an asset
- Experience with MTU, Cat, Cummins & Kohler generators parts look up is an asset
- Project management experience would be an asset
- Proficient in SAP software / service order data management
- Proficient in Microsoft Office (Excel)

- Must possess superior interpersonal and client relation skills
- An extremely high level of initiative
- Strong ability to learn and adapt to always changing situations
- Ability to produce quotes and rectify project costs
- Strong analytical and decision-making skills
- An extremely high level of initiative
- Exceptional communication and organization skills
- Strong understanding of the company inter-department workings and roles they play with each other
- Excellent troubleshooting skills
- Commitment to Collicutt Core Values and Core Purpose

**Qualities We Value:**

- A great attitude
- A sense of urgency
- Honesty and integrity
- Teamwork
- A sincere passion for excellence

**We Offer:**

- A great work environment
- Life Insurance
- Health, Dental & Vision benefits
- 401K program
- Paid holidays and vacations
- Competitive salaries based on experience

Our atmosphere is professional with a high value placed on teamwork, fun, professional growth and providing excellent service to our customers. If you are interested in being a part of the Collicutt team, please send your resume and cover letter to Human Resources by responding to this ad.

Collicutt follows the principles of equal opportunity in regards to its hiring and promotion procedures. Collicutt does not discriminate based on items such as race, gender, origin, religion, sexual orientation, veteran status or any other classification protected by federal or state law.

*We wish to express our thank you to all applicants for their interest and effort in applying for the position; however, only candidates under consideration will be contacted.*

For more information on our company, please visit our website: <https://www.collicutt.com/us/>

*No One Gets Hurt ~ We Are Like a Family ~ Do What's Right ~ Do What You Say ~  
~ It's Fun to Win ~ Finding a Better Way*