

Field Dispatcher

Collicutt Energy Services Corp. is a recognized expert in engine rebuild and servicing, and a leader in the natural gas and diesel power generation industry. We offer unlimited potential for success with our expanding, progressive, privately owned business. We recognize our team members as individuals and consider mutual RESPECT the key to building a cohesive and productive Team. Employment at Collicutt offers endless learning opportunities, a safety-first philosophy, mutual commitment, fun, and community involvement.

Our comprehensive compensation and benefits program includes:

Competitive Wages, Solid Group Benefits and Flex Spending Account, RRSP Matching, Referral Bonuses, Apprenticeships and Course Reimbursements.

Our Core Values:

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

We are currently looking for a full-time **Field Dispatcher** to join our **Red Deer Head Office Service Team**. We are looking for someone who is ready for the opportunity to grow with the company and the industry.

Responsibilities:

- Communicate with customers via phone or email prior to technicians arrival
- Book reoccurring services with customers
- Load contacts into SAP
- Ensure SAP equipment cards are current and correct
- Instruct technicians to take responsibility for completing paperwork
- Scheduling and booking technicians in advance, load job information to devices and enter job scopes
- Update workflow for field service technicians as per the Service Manager or Coordinator
- Coverage for Service Coordinator as required
- Complete time entry and approve technicians timesheets
- Assisting with WIP monitoring & invoicing
- Compile, file and send engine build books, inspection, load banks, commission reports
- Assist with customer service calls
- Book travel, hotel rooms & rental vehicles, and flights for technicians and other employees as required
- Compile field service packages, load bank reports, general inspections, ATS Inspections
- Initiate warranty claims with Warranty admin
- Create sub jobs for work outside of initial scope of work
- CC preauthorization before start of work
- Reconciliation and processing: Credit cards, 3rd party invoices, PO for 3rd party vendors, etc.
- All other duties as required

Requirements:

- SAP experience (asset)
- High school diploma; Business Admin Diploma an asset
- 3+ years of experience in an administrative role
- Effective and professional communication skills to both our internal and external clients

- Able to address issues with certainty, assertiveness and with the company's best interests at the forefront
- Excellent organizational skills with a strong ability to communicate effectively verbally and in writing
- Excellent use of Microsoft Skills and other programs, such as Adobe, PDF, Photoshop, etc.
- Able to manage online calendars
- Self-motivated: the ability to work in a very dynamic environment
- Strong attention to detail
- Effective time management, including the ability to anticipate and deal with the effects of change
- Commitment to Collicutt Core Purpose and Core Values

How to Apply:

If you are interested in this exciting opportunity please submit your resume, along with your salary expectation, and availability date to hr@collicutt.com or by applying to this job post through Indeed.ca.

~Don't wait any longer! Come be part of our FAMILY~

