

WorkBC Employment Services – Job Posting

SENIOR DISPATCHER

Area of Relevancy	;#Sea to Sky;#
Company / Employer	Whistler Personnel Solutions
City of the Job	Pemberton
Address of the Job	
Job Type	;#Full Time;#year-round long-term position;#
Availability Requirements	;#Flexible schedule as the office is open 7 days a week;#
Level / Salary Range	Customer Service Representative\$17-\$19/hr; Senior Dispatcher: \$21-\$23/hr
Years of Experience	
Position Area	
Date Job Posted	11/21/2018 12:00:00 AM
Application Deadline	12/21/2018 12:00:00 AM
Contact Name	Jacki
Contact Phone Number	
Contact Email	talent@whistler-jobs.com
How to Apply	TO APPLY: www.whistler-jobs.com/job/dispatch-pemberton/ Applications received via email will be redirected to the website
Job Description	<p>A busy and successful locally owned and operated plumbing and heating company looking for customer service professionals to fill two roles; Customer Service Representative and a Senior Dispatcher. They offer a flexible schedule, competitive starting wage and benefits, plus training and support to allow the candidate to quickly grow and advance within the company.</p> <p>Ideal for someone who is a customer service superstar who excels in a fast-paced work environment with strong attention to detail and can multi-task to manage projects efficiently.</p> <p>Duties & Responsibilities Include:</p> <ul style="list-style-type: none"> - Handling incoming calls including taking service orders, answering general inquiries and overall communication with customers, suppliers and technicians. - Working with the Dispatcher to organize and dispatch service calls according to priorities, team workload and availability.

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	<ul style="list-style-type: none"> - Assisting in coordinating and communicating the service technician schedule on the fly. - Following up with every service order. - Juggling under pressure with a smile and positive attitude. - Working as part of a team and taking ownership of each request and project. - Assisting with a variety of administrative duties such as organizing contracts, invoices, filing, data entry.
Accessibility	
Desired Qualifications and Experience	<p><i>The Perfect Candidate:</i></p> <ul style="list-style-type: none"> - Friendly, outgoing and confident personality with excellent customer service skills administrative abilities. - Highly organized with the ability to prioritize tasks in order to meet deadlines. - Works well under pressure in a fast-paced environment. - Articulate with excellent communication skills, especially over the phone. - Logistics minded – great at juggling a schedule, service staff and customers. - Experience within the trade services industry or a similar role is an asset. - Pays careful attention to detail and is a stickler for accuracy. - Multi-tasker who thrives in a busy environment. - Computer savvy (MS Office Suite, client database/scheduling software, Outlook). - Able to handle the challenge of demanding clientele and works hard to meet their needs while showing genuine care and empathy. - Can operate independently, offer suggestions and works without direct supervision. <p><i>Additional Information About the Role:</i></p> <ul style="list-style-type: none"> - Full-time, year-round long-term position with growth opportunities for the right candidate. - Flexible schedule as the office is open 7 days a week. - Customer Service Representative salary starts in the range of \$17 to \$19 per hour with opportunities for increases depending on performance. - Senior Dispatcher salary starts in the range of \$21 to \$23 per hour with opportunities for increases depending on performance. - Extended health plan available. - Pemberton based office with a close-knit family environment with training and support from management.
Opportunity Type	<p>?</p>