



Job Post Date: October 8, 2015

Hours: 8am to 5pm, Mon. - Fri.

Position: Customer Service and Dispatch Coordinator

Position Description

This is a full time position for a leading independent service provider of critical power equipment, including Uninterruptible Power Supplies, batteries, DC Plants and Lighting Inverters. The position coordinates, dispatches and monitors daily field service activities for the company. Supports and provides guidance to field service personnel who perform on-site services including installation, maintenance, and equipment repairs. Ensures field services are timely and customer requirements are met. This position will be located at our Branch Office in Placentia, CA.

Duties and Accountabilities

- Scheduling and dispatch - including field service staff and vendors; utilizing company service software, telephone and email.
- Coordination of equipment part orders, lead times and deliveries from suppliers.
- Data entry - including job information, work orders, schedules and billing.
- Customer service follow up - including telephone calls and emails.
- Answering inbound company phone calls.
- Filing of customer and vendor paperwork.
- Accepting warehouse deliveries as required, i.e. parts, and equipment deliveries.
- Assisting with tidiness of the office - including organization of the office and refill of supplies.
- Daily interaction and communication with company management, sales, service, customers and vendors/contractors.

Qualifications and Skill Sets

- Energetic, professional and willingness to deliver exceptional customer service.
- Attention to detail and aptitude to be pro-active.
- Ability to quickly adapt, prioritize and multitask.
- Effective written and oral communications to customers, office staff and vendors.
- Experience with any Customer Relationship Manager (CRM) software is a plus.
- Proficient at using Microsoft office products, email, and calendars.
- Ability to work efficiently either alone or as part of a team.
- Four year college degree or minimum of (3) years customer service position related experience. Preferred experience in service coordination or dispatch.

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