



**Job Title:** Service Desk Dispatcher

**Reports to:** Service Manager

**Department:** Service and Support

### Job Description:

The Service Desk Dispatcher is responsible for attaining maximum utilization of internal and field resources through daily dispatch of service requests by both monitoring and managing incoming client requests so that they can be dispatched to the appropriate resource.

### Basic Functions:

- Act as the initial point of contact to the customer for all types of service requests.
- Coordination of all support groups to ensure maximum utilization of billable resources.
- Pre-process service requests as they arrive through email, manual entry, or direct customer input.
- Create service requests from phone calls.
- Schedule internal and field resources on the ticketing system dispatch portal.
- Monitor resource schedules to ensure prompt time entry on service requests.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, agreed outages, and follow-up on tickets.

### Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction.
- Fast turnaround of customer requests.
- Ability to work in a team and communicate effectively.
- Improve usage and increase productivity of support resources.
- Escalate service requests that cannot be scheduled within agreed service levels.
- Report the utilization of Support resources and successful completion of service requests to the Service Desk Manager.
- Review tickets and time entries after ticket has been completed.
- Understand processes in our ticketing system by completing assigned training materials and blueprints online.
- Enter all work as service tickets in the ticketing system.

### Knowledge, Skills, and/or Abilities Required:

An individual must be able to perform each essential duty satisfactorily to perform this job successfully. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Basic computer and operating system knowledge.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key services for which support is being provided.



- Understanding of support tools, techniques, and how technology is used to provide services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast moving environment.

#### Educational/Vocational/Previous Experience Recommendations:

- 1 year of customer service experience required.

#### Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits.
- Long-term disability, retirement plan.
- Paid vacation and personal days.
- Performance based incentives.
- Generous bonus levels.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*