Dispatch Manager (Salary)
Qualifications / Responsibilities
The dispatch manager will typically report to the head of the technical department. This position is responsible for directing and leading the work of others in their department. The position performs a variety of complicated tasks and is ultimately responsible for driving the work in the field through a force dispatch process. He/she must have ability to multi-task and be able to do several things at one time. The dispatch manager is responsible for the dispatch and warehouse departments.

He/she must be familiar with a variety of the field's concepts, practices, and procedures. The dispatch manager shares accountability with the head of the technical department for the quantitative production of the field employees, as well as for insuring compliance to the company's workorder scheduling and reschedule (missed appointment) policies. In addition, the dispatch manager is to ensure that the department facilitates any needs arising from the call center. He/she must rely on experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected. In summary, the dispatch manager is responsible for managing the dispatchers as well as the production goals of the field personnel. He/she is also responsible for hiring, terminating, reviewing, mentoring and training the dispatchers.

Job Functions
Under general supervision: (1) Utilizes computerized workorder and other systems to determine and route job assignments for field personnel which is through a force dispatch process. (2) Accounts for the scheduled work and maintains knowledge of the status and location of the field personnel throughout the workday to accomplish review of work preformed and/or reassignment of uncompleted work; (3) Receives requests for service from the company's customer-contact personnel or directly from subscribers, evaluates type of work or assistance needed, establishes workforce priorities in line with company policies, and dispatches or redirects appropriate field personnel to achieve proper response; (4) Works with the head of the technical department to administrate or manage the ongoing preventative maintenance and/or leakage detection activities in the system; (5) Prepares input for performance evaluations including development and maintenance of accurate records and logs; and, (6) Performs related duties as assigned. Has a significant goal to maximize fieldwork performance and improve technical productivity, as well as reducing truck-rolls by diagnosing user-problems and providing effective customer support over the telephone.

Applicants should apply to the General Manager, Chuck Launius, at Resort Television Cable.