Service Department Scheduler/Dispatcher

The Hiller Companies, Inc., a national leader in the Fire Protection and Security industry, has an immediate opening for an experienced Service Department Scheduler/Dispatcher in the Chesapeake, Virginia office.

Required Skills:

- Previous experience processing work orders and scheduling service technicians in a busy service environment.
- Knowledge and/or experience in the fire protection industry a plus!
- Working knowledge of NFPA codes and standards said inspections a plus!
- Strong work ethic and integrity
- Detail oriented and strong problem-solving skills
- Proficient in the use of personal computer programs such as Word, Exel, & Outlook
- Ability to communicate both verbally and in writing.
- Ability to multi-task and be flexible as service is an every changing environment
- Excellent customer service skills.

Description:

- Duties and responsibilities include the following. Other duties may be assigned.
- Direct report to Supervisor
- Handle incoming phone calls from customers requesting inspections & repairs of their fire protection equipment and systems.
- Writing up work orders and Scheduling technicians to perform said services.
- Processing inspection reports and billing that are a result of said inspections.
- Assist with updating inspection database with inspection results.
- Processing billing for inspections and repairs that were performed.
- Interacting with Sales Team with incoming repair work that needs to be scheduled.
- Ability to work well with others.

Other:

- MUST have minimum high school diploma/GED
- Must be able to pass a drug test and background check.
- Ability to work a full-time schedule
**Benefits:**
- Competitive Pay
- 401(k)
- Medical, Dental Insurance
- Disability & Life Insurance Package
- Paid Vacation & Holidays

Please submit resume directly to:
Amy Lacey
amy.lacey@hillerva.com

The Hiller Companies, Inc. is a drug-free work place, an equal opportunity employer and ADA compliant.