



J O B O P P O R T U N I T Y

DISPATCHER

Location: Booneville, MS
Direct Report To: Technical Support, Dispatch & TAC Supervisor

Job Responsibilities:

- Responsible for the coordination of work routes for the Technicians and Installers.
- Schedules and completes service work orders.
- Maintain radio/phone communications with all field personnel in accordance with FCC, state and company standards.
- Communicates with CSRs, Technicians and Installers to create organized work flow.
- Able to resolve customer problems over the telephone.
- Tracks and organizes Technician and Installer paperwork; providing administrative support to Technical Department, prepare reports, other duties as assigned.
- Commitment to quality customer satisfaction.

Job Qualifications:

- High school diploma, G.E.D., or equivalent combination of training and/or experience required.
- Must know CSG Billing
- Basic computer skills including internet (email, web browsers), Windows and MS Office.
- Two-way radio experience.
- Strong oral and written communications skills, good organizational skills and team orientation required.
- Must be reliable and able to work non-traditional office hours.
- Attendance and punctuality are both essential functions of this position.

If interested, you should notify your supervisor and complete an internal application.

Equal Opportunity Employer