



Dean E. Norris has been in business over 40 years and specializes in fabrication and installation of heating, air conditioning, plumbing and custom sheet metal for commercial and industrial applications throughout Kansas. We working with owners, architects, engineers, and general contractors to bring solutions to mechanical problems. Dean E. Norris, Inc. provides solutions to meet our customer's needs with timely response, completion and communication. Our team focuses on methods to provide the customer the greatest return on their investment in us. The result is the collective experience of our entire company working together.

SERVICE DISPATCHER

REQUIREMENTS:

The Service Dispatcher must have excellent communication and customer service skills, as there is a constant interaction with customers and field technicians. You will be expected to become proficient in Word & Excel. The Dispatcher must be a team player, who is reliable, a self-starter, with good organizational skills and the ability to work in a fast-paced environment. In addition, the Dispatcher must have the ability to lift and carry office equipment and printed material weighing up to 20 pounds.

RESPONSIBILITIES:

- Answering a multi-line phone system and fielding phone calls for the departments.
- Dispatching service technicians in an efficient and timely manner using the phone system or other systems dictated by technology changes.
- Responsible for the daily data entry and billing of work orders, customer invoicing and scheduling for the service and maintenance technicians.
- Handle emergency calls and interact with all departments
- Help with accounts receivable collections.
- Coding of accounts payable invoices.
- Other duties as assigned by Supervisor.

EDUCATION EXPERIENCE:

A high school diploma or GED equivalent is required.

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