



ROLE DESCRIPTION

JOB TITLE: Job Dispatcher
REPORTING TO: Operations Manager

JOB STATEMENT:

Automation Associates is committed to offering a complete technology design and installation service to meet and exceed customer's expectations. The Job Dispatcher contributes to this objective by scheduling technicians and organising stock in an accurate and timely manner to ensure installations can be professionally executed. The Job Dispatcher further contributes by proactively liaising with internal and external parties and building strong working relationships which facilitate smooth business operations and help to build a service based on excellent products, outstanding service, professionalism, and reliable and timely delivery of technology solutions.

JOB DUTIES AND RESPONSIBILITIES:

Jobs

- Book jobs into calendar
- Liaise with clients to schedule site visits and service calls
- Liaise with the sales people regarding job details, calendar changes, bill of materials
- Administer MobJob – load products, load tasks, dispatch jobs to technicians, make amendments for variations, check site details

Product / Stock

- Order and receipt stock
- Label inward stock according to job
- Return product for credit
- Maintain an organised stock area
- Organise stock ready for technicians each day
- Assist technicians with stock take
- Develop in depth knowledge of Automation Associates products and services and understand how these may be customised to clients needs

Technicians

- Schedule site visits and service calls for technicians and electricians
- Advise technicians each day of scheduled work for the following day
- Organise technicians to be present at training sessions
- Act as the first point of contact for technicians queries eg phone numbers, site details

Administration

- Maintain accurate and up-to-date information in the database
- Develop in depth knowledge of Automation Associates products and services and understand how these may be customised to clients needs

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AUTOMATION
A S S O C I A T E S



Communication

- Communicate with customers and suppliers in a timely and professional manner
- Resolve client issues, or escalate to appropriate person

- Position yourself as a resource for clients and position Automation Associates products and services as integral to their lifestyle
- Communicate with suppliers to book training and organise required materials
- Liaise with the Operations Manager to ensure all client & company needs are met
- Communicate regularly with Company Director to ensure smooth business operations

Health & Safety

- Participate in the management of H&S, following policy, procedures and safety guidelines
- Take all practicable steps to ensure yours, and others safety at work
- Report hazards, accidents and 'near misses' or unsafe conditions
- Inform contractors/visitors of site hazards