

**JOB DESCRIPTION**  
**FOR**  
**NDACO RESOURCES GROUP**

**FUNCTIONAL TITLE:** Service Dispatch Coordinator

**REPORTS TO:** Service Manager

**ORGANIZATIONAL UNIT:** Service Dept.

**FLSA STATUS:** Full Time-Nonexempt

**INCUMBENT:** Multiple

**DATE:** 1/17/17

**APPROVED BY:** President

**REVISED:** 5/19/2022

**Salary Range:** \$37,000 to \$42,000

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**PRIMARY FUNCTION:** The Service Dispatch Coordinator takes phone calls from clients who need technical assistance. This position obtains a description of the problem or request and takes appropriate actions based on the complexity of the situation. Initiative will be taken to assess the client issue, determine if the issue can be resolved using normal remote support tools in under 15 minutes, log the issue as a new service request in the Company call tracking system (ConnectWise), and if needed, notify the Service Manager of the need to dispatch resources to the newly created service request. If the service request can be completed by the Service Dispatch Coordinator in 15 minutes or less, he/she will completely resolve the client issue, complete all information in ConnectWise and forward the completed service request to the Service Manager.

**ESSENTIAL FUNCTIONS (Fundamental Job Duties and Responsibilities):**

E1. Coordinates and monitors all incoming service calls and electronic inquiries for technical IT assistance.

E2. Obtains a detailed description of the technical issue and the level of its importance and creates a service request ticket in the company's call tracking system.

E3. Assigns service request tickets in an equitable manner to available technicians based on the complexity of the issue and the skill sets of available technical personnel.

E4. Monitors customer service level benchmarks and keeps the Service Manager informed of significant developments or situations.

E5. Periodically generates reports from the computerized call tracking system for use by the Service Manager.

E6. Assists and oversees the Service Desk Technician in coordinating service requests and tracking related service ticket issues.

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**The above statements are intended to describe the general nature and level of work performed by people assigned to this job classification. They are not intended to be an exhaustive list of all**

**skills, effort, responsibilities, and working conditions required of people assigned to this job classification.**

**Education and/or Related Experience:**

Equivalent experience to High School graduate.

**Required Skills:**

Proficiency in software computer skills that will allow the incumbent to communicate effectively with clients and peers and to utilize systems to develop reports and track client activity.

Excellent verbal and written communication skills.

Customer service skills at a high level to maintain positive client relationships.

North Dakota Driver's License in good standing.

**Complexity:**

Ability to track and coordinate a multitude of service issues or requests to insure a timely flow and resolution of all activity within acceptable service standards.

Develop a broad understanding of a wide array of technical issues to channel related service requests to the appropriate resources for appropriate resolution.

Ability to understand and interpret computer terminology as it relates to various applications.

**Mental Demands:**

Incumbent must be able to multi-task and be able to shift priorities on a frequent basis.

This position requires the incumbent to be even keeled and courteous to customers, clients, vendors, and team members.

**Physical Demands:**

On a regular basis the incumbent is required to: sit at a desk to write, read, and converse in person or on the phone, respond verbally to inquiries of internal and external contacts.

On a regular basis, the fundamental job duties require operating a PC, telephone, and other office related equipment. Must infrequently be able to lift a minimum of 15 pounds.

**Supervision of Others:**

None. Serves as a lead worker for the Service Dispatch Coordinator.

**Supervision Received:**

Works under the direct supervision of the Service Manager

**Environment:**

Limited exposure to the natural elements of heat, cold, rain and snow.