

## Dispatcher Position/Full Time

MountainFlame Propane is seeking a professional and motivated person to help support our team. The successful candidate will have strong communication and organizational skills, excellent customer service and possess the ability to learn rapidly. This position will compile and dispatch fuel deliveries and service work orders and complete daily tasks relative to the position. You will be working directly with delivery truck drivers and service technicians. Office experience and some computer knowledge is a must but we are willing to train on our specialized software system. To view the complete job description please go to [www.mountainflamepropane.com](http://www.mountainflamepropane.com). If you feel you meet the requirements, please forward your resume and letter of introduction to [barbara@mountainflamepropane.com](mailto:barbara@mountainflamepropane.com). No phone calls please.

## **List Of Job Duties – Dispatcher – Currently Open Position**

Point Person For Reception of Incoming Phone Calls – Will Be Given Verbiage Scripts

Schedule Fuel Deliveries And Pull Route Cards Accordingly

Schedule Service Work For Service Department – Will Work With Matt For Time Estimates

Print Service Work Orders And Distribute Daily

Make Courtesy Calls To Confirm Appointments Day Before Service

Make Calls To All Will Call Customers For Summer Pricing Sometime In June Or July – Will Be Given Verbiage Script

Clear Outstanding Completed Service Work Orders Monthly

Dispatch Orders To Drivers & Service Techs

Field Calls For Move Out/Lock Off Requests

Process Credit Card & ACH Payments

Process Returned Mail

Create And Mail Out New Construction Packets

File Invoice Copies In Customer Filing System

Separate And Alphabetize Invoices And Delivery Tickets To Be Mailed

Data Entry From Route Cards To Update RCC For MOGO

Check Routes Prior To Delivery For Past Due Accounts

Enter Route Cards Into Route Card Matrix Before Drivers Leave With Them

Clear Route Cards From Route Card Matrix Once Received Back Into The Office

Re-filing Route Cards Once Deliveries Are Completed (Both KF & WC)

Forward Calls To Appropriate Department With Thorough, Detailed Messages

Create Detailed, Pertinent Notes On Customer Accounts

Assist With Other Job Duties As Assigned