

OJT Job Opening



Dispatcher

To apply please send resume to BusinessServices@oconestop.com

Please indicate **Dispatcher** in the subject line. If you are registered at a One-Stop Center and have a Career Counselor, please indicate their name.

Location: Newport Beach, CA

Experience Required: 0-1 year in related field

Education Required: High School Diploma/GED

of Openings: 1

Compensation: \$22.11/ hour

Full Time: 40 hours/week - **Night Shift 6pm – 3am**

The Dispatcher is a high performing position with several tasking occurring at the same time. This position requires an individual who works well under pressure in a fast-paced environment. Must have the ability to communicate effectively with customers, and internal stakeholders. Position may work onsite or remote within a 24 hour/365-day call center. Periodic travel – 25% to local Compressed Natural Gas (CNG) and Liquefied Natural Gas (LNG) stations.

Essential job duties:

- Establish priorities, dispatch technicians, and effectively communicating with customers and internal stakeholders to the status of the work site
- Works closely with relevant team members to ensure that issues are resolved in a timely manner
- Responsible for responding to all technical / operational service requests
- Manage urgent and non-urgent requests from multiple channels of communication
- Responsible to receive, evaluate, and manage emergency or non-emergency service requests from customers, technicians, or sites through different communication channels
- Communicate and prioritize issues surrounding the equipment at each site location
- Establish priorities, use good judgment, and escalate critical matters when necessary
- Follow procedures and processes to ensure that all actions are compliant with company guidelines, policies, and contracts
- Must be empathetic and calm under pressure. Be able to understand and accurately communicate the situation and level of urgency to the technical or field management
- Communicate clearly, concisely, effectively, professionally, and timely. Exhibits active listening and comprehension skills
- Can function within Field Service and Customer Relationship software. Display strong multitasking, computer and data entry skills
- Have strong phone communication skills. Communicate and write professionally and effectively, both verbally and in written form.
- Demonstrate forward-thinking skills
- Other duties as assigned



This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922 or 711. If you need special assistance to participate in this program, please call 714-480-6500 at least 72 hours prior to the event to allow reasonable arrangements to be made to ensure program accessibility.

Job Opening

Dispatcher



Skills learned during On-the-Job Training:

- Receive, evaluate and manage emergency or non-emergency service requests from customers, technicians or sites through different communication channels. Ability to communicate and prioritize issues surrounding the equipment at each location.
- The ability to function within field service and customer relationship software. Display strong multitasking, computer and data entry skills.
- An understanding of mechanics and compressor operations.
- Strong typing skills (at least 45-50 wpm) and familiar with Microsoft Dynamics programs, field service operations.
- Have strong phone communication skills. Communicate effectively, verbal and written. Effectively write professional emails, texts and chats. Be well versed, cordial and communicate professionally at all times.

Minimum Qualifications:

- Ability to communicate clearly, concisely, effectively, professionally, and timely. Exhibits active listening and comprehension skills
- Works well under pressure in a fast-paced environment with several tasking occurring at the same time
- Ability to remain patient and professional when stressful situations occur
- Be well versed, cordial, and communicate professionally at all times
- Previous experience with dispatching, field service or maintenance management systems is a plus
- Strong work ethic and must be extremely detail oriented
- Strong typing skills, preferred
- Driver's license and good driving record required
- Ability to read and interpret documents including safety rules, instructions, and procedure manuals
- Ability to write routine reports and correspondence
- High mathematical aptitude, a plus
- Ability to apply common sense understanding to carry out instructions effectively
- Strong understanding of Microsoft Office applications
- High school diploma/GED, degree preferred
- Familiarity with Microsoft Dynamics programs is a plus
- Certified training will be provided and is a requirement
- Clean background check required