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Looking for a Dispatcher

What are we looking for: Are you a customer service rock-star? Do you crave the satisfaction of getting clients out of sticky situations? A dispatcher position might be for you. Dispatchers also-known-as, Customer Service Representatives (or CSRs) handle high levels of phone and email inquiries, book appliance repair appointments, and follow-up with homeowners, property managers, technicians, and other team members the status of work orders. We're looking for someone to work 7:30 to 5:00pm shift Monday through Friday with some flexibility on the start or stop time depending on situation. Possibilities for overtime!

Who are we: Family owned and operated since 1972, De Anza Appliance provides a two-week training course to get you familiar with how we take calls, how to deal with manufacturers, customers, and property managers, and get you familiar with the nuts and bolts of appliances. You'll receive full benefits including medical, dental, and vision insurance, employee purchase program, bonuses for customer service recognition and here's the best part; 21 paid days off of vacation, sick, and holiday time.

Here's what you need: 1 year experience in a call center, customer service capacity, or dispatcher taking a heavy volume of calls. The desire to help customers and fix problems. Some technical know-how to navigate the web, work from web-based email, handle a customer service database, and research manufacturers and parts websites.

Minimum Qualifications: High School Diploma or equivalent and the following:

- 1 year experience in a customer service oriented environment.
- Comfort with multi-line phone systems.
- Competence with navigating email, customer databases, websites, and other office technologies
- Ability to compute basic arithmetic and algebra.
- Excellent oral and written communication skills.
- 45 WPM typing speed.

Desired Qualifications:

- 2+ years Customer Service Experience
- Associates Degree or Trade School Certificate in Business, Office Management or a Skilled Trade.
- Top candidates will have experience working with property managers, dispatch center, or home improvement repair contractors (electricians, HVAC, pest control, plumbers etc.).
- 60+ WPM typing speed.
- Multi-Lingual especially in Spanish!
- Experience identifying parts on Bill of Materials and Illustrated Parts Look-Up.
- Knowledge or willingness to learn Accounting, Bookkeeping, Copywriting, Excel, Internet Marketing, Graphic Design, Inventory Management, Programming, Social Media, Systems Administration, or Web Design. Skills in those areas provide opportunities for expanded responsibilities and promotions.

To Apply please send your resume, cover letter, and any relevant training and certifications to chris.boucher@deanzaappliance.com. For more information, visit www.deanzaappliance.com, our [Facebook](#) page and, [Yelp](#) reviews.