



OneStop Plumbers
is Seeking a Top Quality
Customer Service Dispatcher
to Join Our Team

Want to Work for a Top Notch Plumbing Company?

*Our mission is to be the “**plumber of choice**” in the areas we service. We believe that by hiring like-minded team players that take pride in their work and put customer interest first, we will get there one job at a time.*

We have an opening for a **Customer Service Dispatcher** to join our administration team. The primary function of this role will be to respond to and facilitate inquiries from customers, schedule appointments and manage daily dispatch activity in the field. This position requires multi-tasking and may also include back office responsibilities such as ordering and distributing parts, invoice and estimate review and distribution, and other general office duties.

Customer Service Dispatchers perform a key role towards accomplishing our mission and expanding our company. As such, we are seeking highly customer service oriented and motivated individuals that are interested in a long-term relationship and company advancement.

Desirable Experience, Skills and Education Qualifications:

- Customer service soft skills /customer service training a plus
- Experience in the plumbing or water damage industry
- Ability to schedule jobs efficiently based on geographic location, plumbers’ skill, and estimated expected time on job
- Excellent phone, email, text and customer service etiquette
- Self-motivated, trustworthy and can quickly adapt to change in a fast-paced environment
- Ability to multi task and prioritize information and decisions quickly.

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- Computer skills in the use of dispatch systems, email, Word, Excel
- Ability to enter data accurately and quickly

Compensation:

- \$19-\$25 per hour based on experience (opportunity for overtime paid at time and a half)
- Paid Vacation, Holidays, Sick Leave, Paid Birthday Off
- Group health insurance plan and 401k retirement benefits

Application Process:

Interested candidates, please call 951-415-9071, or email resume to jobs@onestopplumbers.com

Applicants that meet minimum qualifications will receive a phone interview. Upon successful phone interview, potential candidates will be invited for an in-person interview and may be asked to participate in a paid on-the-job working interview.

Job Posting will remain open until position filled.