



250 North Street
Bridgewater, NS
B4V 2V6

1.800.595.4737

Established in 1975, Rhyno's specializes in heating, cooling, ventilation, refrigeration, plumbing & electrical. Rhyno's is focused on delivering high-quality customer service across the South Shore and surrounding areas. From one-day installations to multi-phase construction projects, our experienced team is dedicated to ensuring every solution matches our customer needs.

Our team of Red Seal specialists in HVAC/R, Oil, Gas, Plumbing, Electrical and Sheet Metal grows every year. With our mentoring, quality, and safety programs, we are committed to staying at the forefront of our industry.

SCHEDULE

- Monday-Friday
7:30am-4:30pm

WORK REMOTELY?

- No

WHY WORK WITH US?

- Collaborative work environment
- Competitive pay
- Comprehensive health plan (after 3 months)
- Group RRSP

To apply, email:

joinourteam@rhynosltd.com

JOB OPPORTUNITY

Dispatcher/Service & Installation Coordinator

Full-time permanent position available

The Dispatcher/Service & Installation Coordinator is responsible for responding to incoming phone calls and scheduling emergency and non-emergency calls. This role is essential in ensuring the proper skillset is dispatched to the appropriate locations to ensure resolution and customer satisfaction. The Dispatcher/Service & Installation Coordinator is a key Customer Service Representative for the company and is expected to deliver a superior Customer Experience at all times.

This is an excellent career opportunity for a very personable and energetic person who has the temperament to diplomatically deal with both customers and internal team members to get the job done. Prior experience as a field technician would be an asset but not required.

RESPONSIBILITIES

- Take incoming customer calls, dispatch work orders and triage to the appropriate technicians
- Prioritize calls according to urgency and importance
- Monitor the field technician's status throughout the day to coordinate and prioritize their schedule
- Establish customer rapport, encourage repeat business and promote the brand while providing a high level of customer service
- Relay accurate information to technicians to ensure customer's issues are met
- Debrief with technicians after completion of calls to determine action for follow-up
- If a repair is needed, a technician will provide the quote for the repair and the dispatcher will communicate the findings and quote to the customer
- Proactively address problems and requests related to the Service Department by transmitting information or providing solutions
- Respond to all service requests from after-hours calls
- Forecast workload for 2-3 days out
- Keep customers updated on all pending and recommended work
- Ensuring customer files in the database are updated and accurate
- Other duties as assigned

SKILLS & QUALIFICATIONS

- High school diploma or general education degree (GED)
- 1+ year(s) related experience and/or training in customer service, dispatching or project management or equivalent combination of education and experience (preferred but not necessary)
- Prior experience as a trades technician or in the HVAC/R, electrical, oil & plumbing field would be an asset
- Effective listening skills as well as a high level of written & verbal communication skills
- Ability to work under pressure in a very fast-paced environment, and respond calmly and effectively to stress
- Ability to prioritize, multi-task and have effective organizational skills while coordinating schedules, handling calls and internal requests, answering phones, and using computer technology
- Attention to detail and high level of accuracy
- IT competent; good typist and proficient with phone systems
- Highly motivated, flexible and positive attitude
- Possess cultural awareness and sensitivity
- A personality that blends well with a fast-paced, goal-driven environment