



10800 Mankato St NE
Blaine, MN 55449
Phone: (612) 922-9422
Email: allwaysdrains@gmail.com

Dispatch/Front Desk Coordinator

About Us

We are a growing plumbing company committed to providing exceptional customer service and fast, reliable service to our residential and commercial customers. We're looking for a friendly, organized, and detail-oriented Dispatch/Front Desk Coordinator to join our team and help keep our daily operations running smoothly.

Position Summary

As our Dispatch/Front Desk Coordinator, you will be the first point of contact for customers while coordinating service calls and supporting our plumbing technicians. This role requires excellent customer service skills, the ability to multitask in a fast-paced environment, and strong organizational abilities.

Responsibilities

- Answer incoming phone calls and assist customers professionally and courteously.
- Schedule and dispatch plumbing technicians efficiently throughout the day.
- Coordinate technician schedules and adjust appointments as needed.
- Communicate with customers regarding appointment times, delays, and service updates.
- Enter and maintain accurate customer information and work orders.
- Monitor technician progress and optimize daily routes.
- Provide administrative support to office staff and management.
- Maintain a clean and organized front office.

Qualifications

- Customer service experience required.
- Excellent communication and interpersonal skills.
- Strong organizational and time management abilities.
- Comfortable multitasking in a fast-paced environment.
- Basic computer and typing skills and experience using Microsoft Office or similar software.
- Ability to remain calm and professional under pressure.
- Previous dispatch experience or experience in the plumbing, HVAC, or construction industry is a plus but not required.

What We Offer

- Competitive pay
- Paid time off
- Retirement plan (401K)
- Paid training
- Opportunities for growth and advancement
- Supportive, team-oriented work environment

Schedule

Full-time

Monday–Friday (with occasional overtime or on-call rotation)

If you're organized, enjoy helping people, and thrive in a fast-paced office environment, we'd love to hear from you. Apply today and become an important part of our team!