



## **Commercial HVAC – Service Coordinator / Dispatcher**

Compensation: **Competitive, Based on Experience**

Benefits offered: **Medical, Dental, Vision, 401K, Vacation/Sick Time, Paid Holidays**

Employment: **Part/Full- Time (20-40 hours/week)**

Advanced Thermal Solutions, LLC has an immediate opening for a Service Coordinator in Linthicum, Maryland. This position will be responsible for supporting service group operations, reporting directly to the Service Manager.

### **Essential Duties and Responsibilities:**

- Directly support Service Manager in planning, scheduling, and dispatching service technicians.
- Manage incoming service request calls and work with serviced manager to determine service requirements.
- Prioritize service calls and remotely assist in monitoring technician activities (via phone, GPS, etc.)
- Provide administrative support to the Service Manager and Technicians.
- Schedule field service calls using industry standard dispatching software (T Sheets).
- Work with Service Manager to resolve incomplete field service reports.
- Manage access requirements for technicians on a job-by-job basis.
- Assist Service Manager and HR in maintaining training and qualification records for field technicians.
- Coordinate/track with warehouse item(s) needed for field work are staged for pickup by technicians.
- Handle mailing, filing, scanning, data entry and other office duties for the service group.
- Other duties as assigned.

### **Qualifications:**

- High school diploma or equivalent required.
- AA college degree or continued education preferred but not required.
- Microsoft Office experience required.
- Experience with dispatching software preferred but not required.
- Excellent multitasking skills required (able to handle high volume of phone calls/emails).
- Previous experience with Industry Trade Services/Construction or similar industry preferred.
- Must have strong communication (written and verbal) and interpersonal skills.
- Must have attention to detail and organization skills.

601 N. Hammonds Ferry Road, Suites F-G | Linthicum, MD 21090

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Phone: 410.247.7901 | Fax: 410.247.3550 | [www.ats-hvac.com](http://www.ats-hvac.com)



- Must be self-motivated, able to adjust to changing priorities in a fast-paced environment.

**About Advanced Thermal Solutions, LLC:**

Serving Washington DC, Northern Virginia, and Maryland, Advanced Thermal Solutions is a growing HVAC manufacturers' representative committed to providing quality service and innovative solutions to engineers, contractors, and owners. Our success is a testament to putting our customers first.

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