

JOB SUMMARY

The DISPATCHER supports the PaveConnect call center and project teams by managing incoming calls, assisting with work orders, and providing administrative support for project and estimating activities. This role helps maintain project documentation, supports project management software, assists in preparing proposals and permits, and ensures timely communication among clients, contractors, and internal stakeholders. The Dispatcher demonstrates adaptability, effective communication skills, and a strong commitment to team success while facilitating smooth daily operations.

JOB DUTIES AND RESPONSIBILITIES:

1. CALL CENTER & CUSTOMER SUPPORT: Serve as secondary point of contact for incoming calls, responding efficiently and professionally. Address caller needs, provide information, route calls appropriately, and ensure a high level of customer satisfaction through effective communication and active listening.
2. PROJECT SUPPORT & REQUIREMENTS ANALYSIS: Assist in evaluating project objectives, determining requirements, and supporting project teams by ensuring necessary resources, documentation, supplies, and subcontractor information, are available. Maintain project management documents and help organize materials needed for project execution.
3. BID & PERMIT SUPPORT: Research, prepare, and submit bid proposals and permit applications. Ensure documentation is accurate, complete, and aligned with project requirements. Assist with updating estimating and project-related information in company systems.
4. WORK ORDER & DISPATCH MANAGEMENT: Collaborate with the supervisor to accept, create, and update work orders. Dispatch assigned work orders to contractors in a timely manner and maintain tracking to support project workflows. Assist with coordinating schedules and ensuring dispatch accuracy.
5. INVOICING PROCESS SUPPORT: Aid in managing the invoicing process by preparing documentation, updating system records, and collaborating with contractors or internal teams to verify information for accuracy and completeness.

6. DEPARTMENTAL AND CROSS-FUNCTIONAL SUPPORT: Plan and support departmental goals and initiatives in alignment with company goals. Provide support for additional projects and assists in company reporting metrics or cross-functional activities as required.

7. PERFORMS OTHER ESSENTIAL DUTIES AS ASSIGNED.

EQUIPMENT OPERATED:

General office equipment (laptop, fax machine, desk phone, scanner)

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of call center operations, customer service workflows, and contractor dispatch processes.
- Knowledge of work order creation, documentation requirements, and project tracking procedures.
- Knowledge of invoicing support, documentation verification, and administrative workflow management.
- Knowledge of cross-functional coordination involving dispatch, project management, contractors, and customer service teams.
- Knowledge of basic business processes to support accurate recordkeeping and workflow accuracy.
- Knowledge of organizational procedures and compliance practices related to dispatch and customer communication.
- Ability to manage incoming calls, work order logistics, and customer communications with accuracy and professionalism.
- Ability to support and streamline processes for dispatching, work order management, and operational reporting.
- Ability to collaborate effectively with supervisors and team members to support daily workflow needs.
- Ability to maintain effective working relationships with contractors, customers, and internal stakeholders through clear and timely communication.
- Ability to identify and communicate workflow issues through proactive tracking and follow-up.
- Ability to prioritize and manage multiple tasks in a fast-paced, customer-driven environment.
- Ability to align dispatch and customer service tasks with overall

department goals and operational standards.

- Skilled in documentation management, work order updates, and issue resolution.
- Skilled in professional written

MINIMUM QUALIFICATIONS:

High school diploma or equivalent, PLUS

Minimum of two (2) years of customer service experience.

PREFERRED QUALIFICATIONS

One year (1) experience in construction, paving, project coordination, or related administrative work.

SPECIAL QUALIFICATIONS

Must pass a criminal background check

Must pass preemployment drug screening

Must be AGILE. The ability to hold yourself and others **Accountable**, have a personal **Growth** mindset, ability to act with **Integrity**, ability to demonstrate **Leadership** attributes to motivate and support coworkers, and practice **Everyday Improvement**.

WORK CONDITIONS:

Works in a heated and cooled office environment.

The above describes the general content and requirements for this job. It is not intended to be an all inclusive list of duties, responsibilities, or requirements.