

Dispatch Service Coordinator -Edmonton, AB

About DSL

At DSL, our purpose is creating moments of joy, one serving at a time. Representing world-class brand partners Taylor, Henny Penny & Franke Coffee Systems, DSL is the largest Canadian supplier of premium food service equipment, and the exclusive factory-authorized service provider for the equipment we sell.

At our core, we believe in doing right by our customers, finding the best solutions to fit their needs, being creative and innovative, working hard, and having fun along the way.

Are you looking to grow with a company with over a century of unmatched quality, expertise, and after-sales support? We want to hear from you!

Why Join Our Team?

- Competitive wage & health benefits
- Health Spending Account (Flex Spending Account or Health Spending Account)*
- 3 weeks paid vacation
- Strong company culture & core values
- RRSP matching program*
- Education support
- Opportunity for advancement

*Applicable once eligibility requirements are met

Position Summary

At DSL our mission is to create moments of joy one serving at a time. Due to our growth, we are looking to fill a newly available position of Dispatch Service Coordinator at one of our main offices in Edmonton AB, Calgary, AB, Winnipeg, MB, or Port Coquitlam, BC. Reporting to the Regional Service Manager, this position is responsible for planning and building technician workload and ensuring service calls are completed.

What you'll do:

- Maintain dispatch call board to ensure calls are dispatched effectively based on territory, priority, and technician levels
- Schedule various reactive and maintenance calls to ensure that customer service level agreements are met.
- Build technician workloads daily
- Coordinate technician arrival times with customers
- Real-time monitoring of technician's workloads to ensure calls are being attended
- Assist in coordinating parts for technicians or transferring of parts

What you'll need:

- 1-3 years' experience in a service dispatch environment
- Ability to multitask in a fast-paced environment
- Excellent interpersonal, written, and oral communication skills
- Excellent listening skills and the ability to ask probing questions, understand concerns, and overcome objections
- Ability to exercise flexibility, initiative, good judgment and discretion



- Ability to work with continual interruptions, as well as changing schedules and service calls
- Ability to make critical decisions and prioritize job tasks
- Problem solving and job task organization

Learn more about us at dslinc.com. To apply, submit your resume & cover letter to hr@dslinc.com with the position title included in the subject line. We thank all applicants for their interest, only those selected for an interview will be contacted.



www.dslinc.com