

JOB DESCRIPTION

JOB TITLE: Maintenance Dispatcher
DIVISION: Maintenance
REPORTS
DIRECTLY TO: Maintenance Supervisor

DATE: 3/28/2017

POSITION OBJECTIVE

The position of Maintenance Dispatcher (MD) is responsible for day to day logistical operations of the maintenance technicians. The MD will report directly to the Maintenance Supervisor and oversees the work order system, assigning work orders, communication, and prioritizing work orders. The MD must have an extensive understanding of the work order system (Yardi), the technological aptitude to manipulate the software to create the most effective system, and to be able to handle multiple tasks at one time. MD is responsible for maximizing optimal billing hours for all techs and to deliver excellent customer service to all.

JOB RESPONSIBILITIES

- Ability to lead maintenance techs (techs) and communicate company policies and procedures
- Dispatch techs properly with constant communication.
- Monitor work order progress and communicate progress and updates effectively.
- Maintain positive and encouraging working relations with techs and customers
- Follow proper procedures to keep the whole operations team informed on tech progress on work orders
- keep work order system (Yardi) and all other commutation tools updated
- Ability to provide customer service daily to customers while keeping Yardi updated with proper information
- Communicate with dispatch team and techs to make sure customers and property management staff are getting informed and accurate communication
- Relay information to the correct department when needed.
- Inform property managers and maintenance employees with proper information when asked

VALUES, SKILLS, KNOWLEDGE AND ABILITIES

- **Commitment.** Firm commitment to company's core values: Partnership, Innovation, Sincerity, and Stewardship. See Mission, Vision, Values on the following page.
- **Passion.** Demonstrate passion for people, urban areas, neighborhood revitalization, and mixed income housing.
- **Problem Solving.** Must embrace challenges and be able to effectively solve problems and do so with a positive attitude.
- **Education Degree.** Minimum 2-year degree

- **Personal Growth.** Have the desire and internal fortitude to give of your time, talents and resources to become the best version of you in order to positively impact others and the company.
- **Computer and Technical Skills.** Should be able to embrace and adapt to technology required to fulfill responsibilities of this position, to include Microsoft Office, Yardi Software Systems and other required software, or equal. Ability to complete the following reports:
 - Hourly and Daily work order reports
 - Monthly Progress Report
 - Other Reports as Required
- **Professional Experience.** 3 years or more experience in dispatching or logistics preferred
- **Team-oriented.** Committed to working in a collaborative team environment.
- **Communication.** Developed written and verbal communication skills and the ability to work effectively with other team members. This position requires constant communication.
- **Time Management.** Developed organizational, planning and time management abilities utilized to solve problems creatively, manage/schedule multiple priorities, and adherence of deadlines.

The job description does not include all duties performed by the incumbent. Employees will be required to perform additional duties as directed by their supervisor. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

Vision & Values

OUR MISSION

To positively transform communities.

OUR VISION

To become the leader in transformational real estate development in every community we serve.

CORE VALUES

Our culture is very important to us. These four core values are at the heart of everything we do.

Partnership – Partnership is our most important core value. Whether we are working with a community, a neighborhood non-profit or an investor, we treasure our relationships. In all of our relationships, we strive to listen first, and then solve problems. We believe in finding win-wins with our partners. Because we have been and will continue to be in business for a long time, we approach all of our relationships with a long term perspective.

Innovation – Our founder, Art Reckman, instilled in us an entrepreneurial spirit that possesses the insatiable desire to continuously reinvent the way we achieve our mission. We are a pioneering company, unafraid of change. We are always looking for a better way.

Sincerity – We believe in an open, up-front way of conducting ourselves. We act with honesty in our relationships while treating one another with mutual respect. Our actions are transparent to and genuine with others.

Stewardship - We strive to be stewards of the resources entrusted to us, including financial capital, our staff's time and community assets. We give back to our communities through responsible development, construction and management, and through community service.