

HVAC Dispatcher / Administrative Support Job Description

Position Title

HVAC Dispatcher / Administrative Support (Part-Time with Full-Time Growth Opportunity)

Position Summary

The HVAC Dispatcher / Administrative Support team member is responsible for coordinating service calls, scheduling technicians, supporting office operations, and delivering excellent customer service. This role serves as a key communication hub between customers, technicians, vendors, and management to ensure efficient daily operations and positive customer experience.

Key Responsibilities

Dispatching & Scheduling

- Schedule and dispatch HVAC service technicians for service, maintenance, warranty, and installation calls
- Monitor technician routes and adjust schedules as needed for efficiency and emergencies
- Communicate appointment details and updates with customers
- Coordinate with technicians regarding job status, parts needs, and schedule changes
- Prioritize calls based on urgency and technician availability

Administrative Support

- Answer incoming phone calls and respond to customer inquiries professionally
- Create and maintain work orders, customer records, and job files
- Process invoices, purchase orders, and customer payments
- Assist with preparing estimates, proposals, and maintenance agreements
- Maintain organized digital filing systems
- Support payroll, timesheet review, and general office reporting as needed
- Order and track office supplies

Customer Service

- Provide exceptional customer service through phone, email, and in-person communication
- Follow up with customers regarding scheduling, satisfaction, and completed work
- Resolve customer concerns and escalate issues when necessary
- Maintain professionalism and confidentiality in all interactions

Operational Support

- Assist management with daily operational coordination
- Help track permits, inspections, warranties, and equipment registrations
- Coordinate communication between office staff, field staff, builders, and vendors

- Support company processes and help improve workflow efficiency

Qualifications

- Previous dispatching, administrative, or customer service experience preferred
- HVAC, construction, or service industry experience preferred
- Strong organizational and multitasking skills
- Excellent verbal and written communication skills
- Ability to work in a fast-paced environment and manage changing priorities
- Proficient in Microsoft Office, email systems, and scheduling software
- Experience with QuickBooks Online, ServiceTitan, Housecall Pro, or similar HVAC software is a plus
- Strong attention to detail and problem-solving abilities
- Professional attitude and team-oriented mindset

Physical Requirements

- Ability to sit for extended periods while working on a computer and phone
- Ability to occasionally lift office supplies or files up to 20 pounds

Work Environment

- Primarily office-based environment
- Fast-paced setting with frequent communication and multitasking

Benefits

- Competitive pay based on experience
- Paid time off and holidays (full-time eligibility)
- Health, Dental, Vision & Life insurance options (full-time eligibility)
- Retirement plan options

Reports To

COO

Company Overview

At After Shock Heating & Cooling, we are committed to providing high-quality HVAC services while creating a positive, team-focused work environment. We value professionalism, accountability, customer satisfaction, and employees who take pride in their work.