



Night Dispatch Job Description

Classification Title

Night Dispatcher

Definition

The Dispatcher is in place to provide premium customer service and efficiently deploy assets to meet the primary goal of being a dispatch second to none. We will work together as a team to achieve our vision statement, "Operational Excellence for HIS Glory."

Organizational Relationships

This position reports to the team members on call, sales manager/yard managers, general manager, and President. Frequent contact with the assigned work group(s), customer representatives, other company personnel, and other service company representatives is required.

Education Qualifications (Minimum)

- Associate Degree or Higher Preferred
 - If not, will accept 3+ years of related oilfield experience

Position Qualifications

- Proficient Computer skills that include good typing abilities and basic understanding of the Windows Operating System.
- Extreme focus on organization and time management.
- Excellent verbal and written skills.
- Ability to exercise independent judgment and basic reasoning skills.
- Must be able to gain insights from mistakes that occurred and how you performed in that situation to excel in position.
- Team player with a servant's heart.
- Ability to read, write, and speak English to the extent that he or she is able to understand verbal and written instructions as well as able to give verbal and written instructions legibly.
- Ability to perform simple mathematical calculations using whole numbers, fractions, and decimals (addition, subtraction, division, and multiplication) to make job related calculations.

- Organized, punctual, flexible, and a reliable team member.
- Constantly looking for new and improved methods to perform job duties.
- The Dispatcher should have the ability to work under stressful conditions and be good at multi-tasking.
- An understanding and use of basic management concepts and principles including delegation, motivation, and economics.
- A working knowledge of the oil field service related equipment, materials, terminologies and the maintenance of the same would be preferred, but can/willing to train to understand.
- A working knowledge of the purpose, capability, and limitations of the equipment associated with his/her assigned areas would be preferred, but can/willing to train to understand.

Essential Functions

- Receive calls from the customers throughout the shift and understand the nature of the call and decipher the action that needs to be taken from the call.
- Receive calls from the drivers throughout the shift and will keep track of driver/equipment location, job status, and driver needs.
- Communicate with our drivers, managers, sales force, and maintenance technicians on a daily basis.
- Utilize company provided software to dispatch and schedule drivers/equipment. Computer skills are essential, and data entry will be a required process.
- Monitor camera systems at all facilities.
- Monitor Scada Well Monitoring Systems to ensure work is done on time.
- Keep an up to date and accurate call log.
- Fill out company defined reports, such as incident, stuck, etc. when necessary.
- Ability to understand the different billing procedures for different clients, and will have to be functional with an adding machine.
- Ability to price tickets or enter tickets into software.
- Adhere to company policies and work requirements.

Key Result Areas

- Arrive at work by 6 PM on your scheduled days to work.
- Answer phone by 2nd ring on all incoming phone calls.
- Present cheerful, confident, and gracious attitude on all phone calls. All customer calls end with “Thank you!”
- Try to keep no customer on hold for more than 30 seconds.
- Complete spill and stuck reports accurately within 24 hours of incident/accident and turn them into appropriate party.
- Ticket generation should be completed accurately and dispatch should strive for less than 3% errors in ticket generation.
 - Less than 2 tickets/shift with job mistake errors.
- Dispatch should dispatch work/jobs efficiently and consider all logistics involved in solution.
- Clear and concise communication to customers, drivers, and management.
- Excellent Attitude no matter the circumstances.

Work Schedule & Environment

- Schedule will be 4 days on work followed by 4 days off work. Position will require some flexibility in scheduling to ensure quality company performance.
- Shift will be from 6:00 PM – 6:30 AM.
 - Position will require some flexibility in scheduling to ensure quality company performance. The shift change will occur at 6 PM & 6 AM, but 15-30 minutes will be needed to properly transition to the next shift of dispatch.
- Job will be performed on site at the climate controlled dispatch office.

Physical Requirements

- Amount of Each Day Spent: Sitting 85%, Standing 10%, Walking 5%
- Employee Works: Inside 100% Outside 0%
- While Performing the Job, Employee will be Required to: Lift/Carry (0-15lbs) Occasionally 10 minutes/day
 - Physical Activity Required:

- Lift Under 15 lbs. Occasionally
- Carry Under 15 lbs. Occasionally
- Reach Above Shoulder Occasionally

Disclaimer

This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of team members in this classification. The duties described are not to be interpreted as being all-inclusive to any specific team member. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified team members can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between the Institution and its team members.