



**Job Title:** Mobile Service Dispatcher & Scheduler  
**Department:** Operations  
**FLSA Status:** Non-Exempt  
**Revised:** July 2020

Decca Development Corporation provides a comprehensive array of facilities management services in the Washington, DC metropolitan area. Decca Development Corporation is currently seeking an Mobile Service Dispatcher & Scheduler to assist with the coordination and distribution of service tasks to Decca staff conducting mobile services at sites within our portfolio with our mobile response unit.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responds to routine questions and requests for information.
- Answers, screens, and directs incoming calls to the appropriate individual.
- Creates and distributes service requests for service staff and closes them out once work is completed.
- Distributes work orders and closes out all service request tickets.
- Manages and inputs information for task tracking.
- Works with preferred vendors on obtaining the best price, researching other vendors for best pricing, and working with the vendors on returns/service issues.
- Maintains invoices for the site, Contracting Officers and contractors.
- Creates and maintains all monthly deliverables, and distributes morning and daily reports.
- Maintains attendance records and schedules.
- Maintains all certificates of insurance and sub-contracts.
- Generates all preventive maintenance reports on a monthly basis.
- Maintains necessary reports for Accounts Payable.
- Maintains a secure office filing system for service related records.
- Other duties as assigned.

### **PHYSICAL DEMANDS**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Tasks involve some physical effort, i.e. some standing and walking, or frequent light lifting (15-25 lb.); manual dexterity in the use of fingers, limbs, or body in the operation of office equipment. Tasks may involve extended periods of time at a keyboard.
- An extended period of sitting at a workstation or desk. Manual dexterity to work efficiently on computer keyboard for data entry and composing of documents
- Tasks require:
  - Sound perception and discrimination
  - Visual perception and discrimination
  - Oral communications ability

### **QUALIFICATIONS:**

- High school diploma or GED
- At least one year of relevant office management/administrative experience
- 1+ years of experience with data entry and reporting using Excel
- 3+ years of experience with Microsoft Office Suite

### ***PREFERRED EDUCATION, EXPERIENCE and/or CERTIFICATIONS***

- Associates or Bachelor's degree



- Experience with Micromain
- CFC License highly desired.

**COMPETENCIES**

- Proficiency with all Microsoft Office products
- Ability to analyze and synthesize information
- Some familiarity with common practices, processes, materials, and tools of one of the skilled trades;
- Interest in and willingness to learn a trade
- Ability to learn quickly
- Excellent customer service skills
- Exceptional oral and written communication skills
- Excellent organizational and time management skills
- Strong attention to detail
- Ability to identify errors and inconsistencies
- Ability to work independently or as part of a team
- Ability to take direction and give direction to others

**To Apply:** Please submit a cover letter and resume to [HR@smusa.us](mailto:HR@smusa.us)

***Decca Development Corporation is an Equal Opportunity/Affirmative Action Employer.***