



Job Description

Job Title :	Dispatcher
Department:	Operations
Division:	All Divisions
Reports to:	Production Manager

Position Overview

Reporting to the Production Manager, the Dispatcher plays a pivotal part in claim progression by scheduling and monitoring the progress of internal crews to attend job sites to perform duties as outlined by the Project Manager and Project Manager Assistant. This role includes high volumes of data entry, communication (verbal and written) with internal and external staff, and has a high demand for administrative components for file completion (ie: filing, calculating, etc.).

Job Duties

EMERGENCY WORK

- Contact homeowners within 30 minutes of receipt of emergency information and communicate arrival time of the crew and the work they will be completing
- Contact and re-organize crews and vehicles to accommodate emergency work, ensuring all relevant information has been communicated forward (ie: work authorization, job sheet, scope of work, drying log, expected time of arrival, etc.)
- Follow up with homeowners, crew, the Project Manager and Project Manager Assistant to ensure emergency work is on track, schedule and communicate for re-attendance as required
- Review and close emergency files within 24 hours of job completion and forward to the Project Manager and Project Manager Assistant for billing purposes
- Ensure drying logs are handed in at the end of 1st day on the job and that all information is filled in as required (ie: job name, address, job number, moisture readings, etc.)

NON-EMERGENCY WORK

- Schedule non-emergency work in conjunction with the Production Manager, Project Managers and Project Manager Assistants based on the scope of work provided
- Contact homeowners within 3 business days of receipt of non-emergency work orders and communicate date and time of crew attendance, the scope of work and time required to complete the work
- Schedule crews and vehicles for non-emergency work based on work orders given, ensuring staff have all relevant information to take with them to site (ie: work authorization, job sheet, scope of work and time allowed to complete the work)
- Review and close non-emergency files within 3 days of job completion and forward to the



Project Manager and Project Manager Assistant for billing purposes

GENERAL

- Create files for work to be completed, ensuring all information is readily available and legible, inclusive of lock box codes, location and specific site specific information (ie: contact info, site hazards, animals, health concerns – if known, etc.)
- Pull daily time record reports and cross reference with job attendance
- Provide the Production Manager, Project Manager and/or Project Manager Assistant up to date with job progression on a daily basis
- File all job related paperwork into the relevant job files on a daily basis
- Schedule and organize for temporary labor to meet job demands
- Issue, recover and arrange for laundering of temporary staff uniforms on a daily basis
- Oversee, monitor and approve temporary labor crew sheets on a job per job basis ensuring accuracy for invoicing
- Liaison with other departments (ie: Contents, Electronics Divisions, etc.) regarding content handling, storage and return in conjunction with existing work orders to allow efficiency on hours against the job, reporting all job progression to the Project Manager, Project Manager Assistant and Production Manager
- Track and record time and attendance of department staff on a daily basis
- Ensure efficiency of staff through GPS tracker
- Assign and track lock boxes and codes throughout the claim process and removal upon completion
- Update production tracker consistently throughout the day to ensure accurate up to date information is available at all times
- Ensure all production vehicles are signed in and out by the appropriate staff member
- Contribute to general good of the company by accommodating any reasonable request to carry out duties on behalf of other departments within the company
- Communicate with Health and Safety for scheduled maintenance and availability of the production fleet
- Provide excellent customer service
- Work under time constraints to meet specific timelines
- Ensure attention to detail and keen sense of safeguarding other people's property and information
- Will practice good housekeeping at all times to ensure a safe and non-cluttered worksite
- Participates in and demonstrates an understanding of safety principles and practices; follows all safety policies and procedures to support a safe working environment, including safe operation of machines and equipment
- Comply with all **BELFOR** policies and procedures, as well as legislative requirements
- Proactively communicate job site conditions and concerns that may or are affecting completion of the job to the appropriate person



- Attend all **BELFOR** sponsored training courses

Responsibilities

- **Human Resources:** Maintain employee confidentiality and assist with performance management by coaching leading, mentoring and motivating employees.
- **Safety:** Verify all **BELFOR** documents are completed accurately; maintaining employee records and compliance; ensuring compliance of all employees and subcontractors with local laws and **BELFOR** policy at all **BELFOR** locations and job sites
- **Accountability:** Ability to identify measures of performance and actions needed to improve or correct performance, ensuring accuracy and documentation.
- **Communication:** Ability to communicate effectively and professionally with our staff and customers, both verbal and written.
- **Leadership:** Ability to delegate, set expectations, and monitor progress
- **Time Management:** Proven ability to multi-task in a fast-paced office environment

Qualifications

- 2+ years' experience in a dispatching capacity
- 2+ years' experience in Construction / Restoration / Insurance industry
- IICRC certifications in Fire and Smoke and/or Odour Control and Water Damage Technician (WRT) an asset
- Demonstrate solid leadership, efficiency and vision in scheduling crews
- Excellent time management, organizational and planning skills are essential
- Excellent critical thinking, decision making and problem solving skills
- Comprehensive understanding of customer service, principles and practices
- Eligible to operate a motor vehicle per **BELFOR's** vehicle policy
- Ability to work within a team or independently as needed
- Strong written and verbal communication skills
- Proven ability to multi-task in a fast paced environment
- Advanced computer and/or tablet/iPad experience with Microsoft Office programs such as Excel, Word and Google Suite
- Willing to work evenings, on call and weekends when requested
- Periodic travel may be required
- Criminal Record Check

Physical Demands

- Frequent lifting from 5-40 lbs, unassisted (from 35-65% of the time)
- Occasional lifting from 41 lbs +, assisted (up to 50% of the time)
- Access and mobility in tight spaces
- Fit Testing – half and full face mask as needed, annual certification required
- Working at Heights - over 5 feet, periodically
- Sustained periods of standing, sitting, walking, bending and kneeling



Disclaimer

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified.

Employee Signature

Date

Employer Signature

Date

ACCESSIBILITY STATEMENT (AODA IN ONTARIO)

BELFOR (Canada) Inc. is committed to providing a barrier-free work environment in concert with the provincial guidelines for accessibility (Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Ontario Only). As such, **BELFOR (Canada) Inc.** will make accommodations available to applicants with disabilities upon request during the recruitment process.

HUMAN RIGHTS STATEMENT

BELFOR (Canada) Inc. strives to ensure that its employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, **BELFOR (Canada) Inc.** will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.