



# INTERIOR PLUMBING & HEATING LTD.

782 Laval Crescent, Kamloops, BC V2C 5P3  
Phone: 250-372-3441 | Fax: 250-372-0288 | [www.iphltd.com](http://www.iphltd.com)

## Dispatcher Application Directions

**IMPORTANT NOTE:** This is a *maternity term relief position*. The ideal candidate may be eligible for additional employment opportunities following the term of this position.

### How to submit your resume

To submit your resume for this position:

- 1) Ensure your cover letter **clearly** describes how you meet the needs of this position.
- 2) Resumes are *screened* on how clearly you show you meet the criteria within the position description on page 3. Each time one of your qualifications matches the position description tasks, duties, or responsibilities you receive a point. These points are totaled and result in a score, which will indicate how highly you rank in the competition. Your resume must *clearly show* how you meet **each** criterion within the position description if you wish to screen through to the interview stage. We will not guess or assume you have a skill. You must show us that you do, for us to count it. In the event that more than one candidate scores above our screening threshold to move forward in the competition, a second screening process is used, which applies points based on *how well* you explain or show you are able to provide a skill.
- 3) Do not limit your Resume to a single page. Most often, this does not give us enough information to get a true sense of your skills. A reasonable length of resume to showcase your talents is usually between two and three pages (not including appendices for references, etc.)
- 4) Resumes must be received electronically at: **employment@iphltd.com**.
- 5) Resumes must be received before 4:00 pm pacific standard time on the close date
- 6) This competition closes January 17<sup>th</sup>, 2012

### After the competition closes:

Once the competition closes we will contact *successfully screened candidates* to notify them they are moving to the next stage of the competitive process.

Successfully screened candidates will be asked to supply three (3) references who will speak to the quality of their *professional* skills (as shown in the resume and cover letter). When we request the references, we will also ask you to complete a form, which gives us your permission to speak with your references.

Following this second level of interviewing/screening a successful candidate will be chosen.

IPH reserves the right to maintain a pool of these final candidates for a period of 120 days, during which you may still be contacted regarding employment.

### Package Intent

This information package is designed to tell you about Interior Plumbing and Heating Ltd., about the position you are applying for, and general guidelines on how to apply for the position.



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## **About Interior Plumbing and Heating Ltd.**

Interior Plumbing and Heating Ltd. was founded in 1949 to serve the needs of clients throughout the Kamloops area that required plumbing, furnace, air conditioning, or ducting services. During the last 62 years, technology has changed and so have we. We added a sales and service department, expanded our operations, and now serve a wide variety of clients throughout the interior of British Columbia.

## **We provide services to:**

- Commercial clients such as governments, industry or institutions
- Developers of single-unit, multi-unit, and high density housing
- Residential families

## **Our Sales and Service Unit provide three core service focuses:**

- Residential and commercial sales and service (repair or replacement) of existing heating, cooling or combined mechanical units
- Fire/Sprinkler Sales and service
- Preventative maintenance services for our clients

## **Our Vision**

We build upon our 60 years of exceptional customer service to be the best performing organization in our industry as shown through the following indicators:

- Employee satisfaction
- Customer satisfaction
- Innovative practices
- Offering of exceptional product
- High levels of technical knowledge

## **Our Mission**

IPH provides exceptional customer service through a focus on finding solutions for you, our customer, as quickly and as painlessly as possible. Our extensive technical knowledge is available to our customers 24 hours a day, 7 days a week. When you choose IPH, you receive our commitment to an honest and dependable relationship built on more than 62 years of business in Kamloops.



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## The Position: Service Department Dispatcher

### Overview:

The dispatcher provides primary client issue assessment and coordinates scheduling of the appropriate service technician. The dispatcher also creates, enters, and oversees the service customer database and all applicable aspects of the service client experience. The dispatcher compiles final service billing and issues these through the receptionist.

### Education / Experience:

- Graduation from High School
- A certificate or diploma in administration or business disciplines
- A minimum of 3 years experience dispatching for a service company
- Demonstrated proficiency using a Windows based computer
- Demonstrated ability to use Microsoft Office Suite
- High level of competence using database programs to enter, track and extract data
- Knowledge of Microsoft Project would be an asset.

### Core Responsibilities:

- Service Client Care:
  - Identify client issues
  - Assess appropriate response to client issue
  - Provide information regarding scheduling
  - Handle service client questions, complaints or concerns
  - Setup or adjust clients in client service management database
- Scheduling
  - Create service work orders
  - Schedule service technicians
  - Adjust schedules, working with clients to respond to scheduling challenges
  - Set up Service Agreements at the beginning of each year with CSR
- Accounting Activities
  - Review all incoming supplier invoices, match with technician records, adjust pricing
  - Finalize and enter final work order billing
  - Match timesheets and work orders
  - Create weekly timesheet summaries for Service Operations Manager review
  - Request receptionist generate and mail billings / statements
- Administrative Duties
  - File work order copies
  - Maintain equipment lists for all service agreements (or delegate to CSR)



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- Maintain customer database by entering equipment, warranties etc. (or delegate to CSR)
  - Apply for all Lennox complete care warranty claims
  - Order and maintain inventory of filters and parts
  - Maintain parts pricing for Service Operations
  - Order Lennox parts for service requirements
  - Provide reports as required by management
- 
- Follow all policies and procedures
  - Other responsibilities as required

## Competency Based Evaluation Criteria

### Communication

- Clarify client expectations, monitor client needs, and act promptly and non-defensibly on client feedback.
- Provide clear, concise, and accurate written or verbal communication to others
- Provide constructive, regular feedback and advice to supervisor on unit operations
- Present ideas or arguments that address other's important concerns and issues and seeks win-win solutions
- Communicate in a friendly, supportive way, acknowledging positive aspects of team behaviours

### Teamwork

- Recognize when others need assistance and provide support, when possible
- Work collaboratively and flexibly to accomplish shared goals
- Actively work to ensure a continuous transfer of knowledge and skills across the unit by sharing these with peers
- Work effectively with others who may bring different personalities, backgrounds, or styles to the team, in order to create a high performance workplace
- Develop and maintain effective relationships with clients, contractors, and others who support the IPH mission

### Leadership

- Exemplify the highest standard of values and ethics when dealing with the client
- Seek out and seize opportunities to help the organization accomplish its mission and objectives
- Work with managers to set and achieve work-unit goals each year
- Anticipate work tasks and actions that will need to be completed and take action before being requested to do so



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## **Leadership – Continued**

- Anticipate impacts on others for decisions that are made, and work to resolve any conflicts before they arise.

## **Problem Solving**

- Solve issues within span of control and route or seek assistance to solve issues outside of span of control
- Give service beyond customer expectation by seeking information about the needs of the client and recommending appropriate solutions to these needs
- Make timely recommendations to resolve issues or situations that impact the unit, requesting managerial guidance where required
- Utilize effective questioning and investigation techniques to assess and understand complex issues, in order to arrive at the best solution
- With guidance, change approach to issues when it becomes clear that the original approach will not work

## **Task Specific**

- Act as a primary customer service link for IPH, providing exceptional customer service
- Oversee the entry, maintenance and effectiveness of the client database system
- Demonstrate adaptability, flexibility and responsiveness in balancing client and corporate needs
- Demonstrate excellence in balancing crew schedules and client requirements
- Provide accurate and timely invoicing review and oversight