



New England Truck Center is currently seeking a motivated, experienced full-time **Dispatcher** for our Concord, NH location. Experience and knowledge in the towing and truck industry is preferred. Experience in emergency dispatch is beneficial. Individual must be comfortable working in a fast paced environment due to required response times. Must have experience related to customer service and attention to verbal detail.

**Requirements:**

- Dispatching our trucks and drivers based on real time calls for roadside assistance, towing, and hauling while taking into consideration many variables.
- Creating and completing incoming call and documenting details and billing information in management system.
- Detail oriented- Proofing invoices for approval.
- Data input- Will need to be able to input data into various online payment portals after invoices have been approved.
- Able to work as a team- Will have to interact and work with accounts receivable, other dispatchers and drivers to gather information for billing purposes
- Able to interact with customers in a professional manner.
- Troubleshooting any potential logistical issues that may arise.
- Emailing, follow-up and follow through on customer requests.

**Qualifications:**

- A high sense of urgency.
- Ability to react to ever changing customer needs.
- Strong problem solving abilities.
- Strong knowledge of computers and office processes.
- Good keyboard skills.

Phone coverage is Monday through Friday between the hours of 6am and 8pm. Each shift is for 8-9 hours either opening or closing, but some flexibility will be required during busy days.

Future growth and earnings opportunities will be offered to employees who demonstrate proficiency.

**Compensation for this position is based on experience.**

**Benefits:**

We offer exceptional compensations and benefits packages including 401(k), vacation, health, vision, dental insurances, holiday pay, and opportunity for advancement.