

ISO 9001:2015 Certified

Service Dispatch Coordinator

About the Role (The Mission):

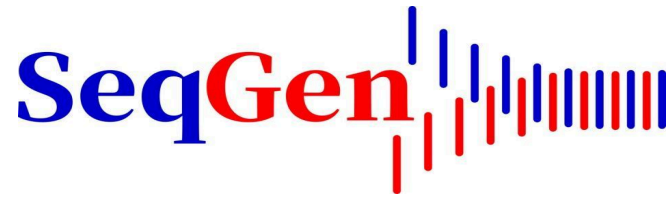
We are seeking a highly organized, high-EQ professional to serve as the operational heart of our service department. If you view complex scheduling as a rewarding puzzle (balancing urgency, locations, and engineer availability) and possess the empathy to be the "calm in the storm" for clients experiencing equipment downtime, this role is designed for you. You will be the vital bridge that protects our engineers from burnout while ensuring our clients receive world-class, timely support.

Key Responsibilities:

- **Strategic Scheduling (The Core):** Agilely mastermind daily dispatch activities by dynamically balancing contract SLAs (tiers), service urgency, engineer availability, and third-party vendor schedules to optimize time and reduce operational costs.
- **Client Empathy & Triage:** Act as the calm, professional first point of contact for clients requesting service. Use high emotional intelligence to de-escalate client anxiety, accurately assess their needs, and assure them that help is on the way.
- **Cross-Functional Coordination:** Work seamlessly with the service manager, sales department, and field engineers to ensure transparent communication and accurate information flow.
- **Process Execution:** Provide customers with accurate, detailed service quotes in accordance with established pricing procedures, and meticulously review service reports for completeness.
- **System Integrity:** Promptly enter and maintain customer accounts, asset history, and dispatch data within **Fieldaware** and Google Workspace.

Requirements:

- **Experience:** Minimum of 2 years of experience in dispatch, logistics coordination, or complex scheduling roles.
- **Problem-Solving Mindset:** Exceptional spatial and logistical thinking; you enjoy optimizing routes and resources to maximize efficiency.
- **Emotional Intelligence (EQ):** Excellent telephone manners and the ability to remain composed, empathetic, and professional when handling urgent client situations.
- **Tool Proficiency:** Excellent computer skills, specifically with **Fieldaware** (or similar field service management CRM) and Google Workspace (Docs, Sheets, Drive).
- **Communication:** Strong written and verbal communication skills in English to ensure clear directives; conversational proficiency in Chinese is a strong plus.
- **Teamwork:** A positive attitude, dependability, and the ability to thrive as the central



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communication hub of a fast-moving team.

How to Apply:

Please email your resume to career@seqgen.com. *(To ensure you have read this entire job description, please include the word 'SeqMo-Dispatch' in the subject line of your email.)*