



DISPATCHER

Collicutt Energy Services is currently seeking an experienced **Dispatcher** to join our Service team. This is a fast-paced coordination role responsible for keeping service operations moving—scheduling technicians, responding to customer needs, coordinating parts and resources, maintaining work orders, and ensuring the right people are in the right place at the right time.

We're looking for someone who is **highly organized, proactive, customer-focused, and comfortable making decisions when priorities change quickly.**

What You'll Be Doing

- Receive service requests and schedule/dispatch technicians based on customer needs, location, availability, skills, and workload
- Coordinate on-call schedules, after-hours service requests, and changing service priorities
- Communicate with customers regarding scheduling, job status, parts availability, and service requirements
- Create and maintain service orders, WIP records, schedules, and job documentation
- Monitor technician workload and help maximize utilization across service territories
- Coordinate parts requests, purchase orders, vendors, and delivery requirements
- Work across Service, Parts, Finance, and branch operations to resolve workflow and customer issues
- Identify scheduling conflicts, resource needs, and opportunities to improve service efficiency

What You Bring

- **3+ years of experience** in dispatching, service coordination, scheduling, customer service, or a related operational role preferred
- Strong understanding of scheduling, dispatch, and service workflow coordination
- Experience working in a fast-paced service or operational environment
- Experience with **SAP or another ERP/service management system**
- Strong Microsoft Office skills, including Excel
- Exceptional organization, communication, and customer service skills
- Strong problem-solving and decision-making ability
- High attention to detail and accuracy
- Initiative, accountability, and the ability to adapt quickly when priorities change

Assets

- Power generation, diesel engine, natural gas engine, or industrial service experience
- Project management or service coordination experience
- Knowledge of power generation equipment and service operations

What's in it for you?

- Competitive compensation
- Comprehensive group benefits
- RRSP matching
- Stable, year-round employment
- Fast-paced role with variety and responsibility
- Opportunity to work with experienced Service and Operations teams
- Training and development opportunities

**How to Apply**

Submit your resume to hr@collicutt.com with **Dispatcher** in the subject line.

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