



Job Notice

Dispatch/CSR Supervisor

Generous Benefits Offered: Dental, Medical, Vision, Drug, Holiday Pay, PTO, 401(k) with matching, Life Insurance

Compensation: Competitive salary, commensurate with experience

Employment Type: Full-Time - with flexibility

Location: Honolulu

To Apply: go to <https://535plumbing.com/join-our-team/>

Job Summary:

535 Plumbing is a leading provider of plumbing services committed to delivering high-quality solutions to residential, commercial, and industrial clients. 535 is family owned and operated. As a local business, we take great pride in our motto of going above and beyond the call, blessing the people we meet every day. We are looking for someone who embodies our core values:

- Doing Right
- Improve Always
- Solution Oriented
- Communicate Effectively
- Safety

We're expanding, and we're seeking a dedicated and experienced individual to lead our dispatch team. As a Dispatcher/CSR Supervisor, you will play a key role in ensuring the smooth operation of our dispatching and job booking processes while fostering a culture of excellence and collaboration among our team members.

Duties/Responsibilities:

- Supervise and manage the daily activities of the dispatch and CSR team, ensuring efficient and effective operations.
- Ensure the dispatcher and CSR duties are being followed by all responsible team members
- Monitor dispatch and CSR operations to ensure timely and accurate response to service calls, troubleshooting any issues that arise.
- Provide guidance, support, and mentorship to dispatchers and CSRs, fostering their professional growth and development.
- Review and evaluate dispatch and CSR procedures regularly, identifying areas for improvement and implementing necessary changes.



- Train new dispatchers and CSRs and provide ongoing training to existing staff, ensuring they have the skills and knowledge needed to excel in their roles.
- Handle escalated calls and difficult situations as needed, demonstrating strong problem-solving skills and a commitment to customer satisfaction.
- Collaborate with other departments to streamline workflow and enhance communication, promoting a culture of teamwork and cooperation.
- Maintain records and reports related to dispatch activities, ensuring accuracy and completeness.
- Assist with scheduling and staffing as necessary, ensuring adequate coverage to meet customer demand.

Required Skills / Experience:

- High School Diploma required; AA degree preferred.
- Previous experience in a dispatch or similar role required, with demonstrated leadership abilities.
- Strong organizational skills and attention to detail.
- Excellent communication and interpersonal abilities, with the ability to motivate and inspire team members.
- Proficiency in computer systems and dispatch software, with experience using MS Office Suite.
- Knowledge of plumbing or related industry preferred.
- Ability to work well under pressure and make quick, effective decisions.
- Flexibility to work shifts, including nights, weekends, and holidays.
- Valid driver's license and clean driving record.
- Ability to sit and stand for extended periods.
- Manual dexterity to operate computers and office equipment.
- Ability to lift and carry up to 25 pounds.
- Visual acuity to read and interpret documents and computer screens.
- Auditory ability to communicate effectively with team members and customers.

This Job Is:

- A "Fair Chance" job (we perform background checks with flexibility)
- A job for which all ages, including older job seekers, are encouraged to apply

Physical Requirements:

- Must be able to lift up to 25 pounds at a time
- Physical activity not limited to walking, bending, kneeling, and standing for long periods of time up to 8 hours