



A DIVISION OF
CIMS

Dispatch Manager – Kitimat, BC

101 Industries, a division of CIMS Limited Partnership, is seeking a Dispatch Manager in Kitimat, BC.

101 Industries is one of the largest multi-discipline trade contractors in Northwest BC, serving a diverse group of industrial and commercial customers across a wide range of industries. CIMS LP is 100% Canadian owned and operated mechanical contractor serving locations across Canada. In addition to be an industry leader and formidable market leader, CIMS is passionate about hiring and retaining the market's best talent and offers exciting work, training & development, engagement, and opportunity to all its employees.

In the full-time position of *Dispatch Manager*, you will be responsible for providing dispatching, scheduling, customer service, and administrative duties as required including customer invoicing and collections for the Service Department.

You will be accountable for:

- Provide in-house dispatch and scheduling expertise to service techs for all residential and commercial plumbing and HVAC projects processed thru the Service System
- Work closely with technicians and project teams to monitor route and the status of teams to prioritize schedules and estimated time of completion
- Pulling gas permits as required, scheduling technicians for industrial jobs on site
- Completing Furnace/Boiler/Navien/HWH maintenance manuals for customers once we have finished the installation, entering information to Sage Service Module and installation spreadsheet
- Articulate the risks and opportunities and assumptions associated with meeting deadlines
- Understand scope of work and changes sufficiently to confirm schedule adequately represents current scope of work
- Work with CIMS' Project Management, its customers and subcontractors to address and resolve problems in a timely manner and if necessary, work with the Project Managers to modify the schedule
- Administrative and invoicing duties for both the service department and counter sales

To be successful in this roll you must have:

- Business Administrative or similar certificate, diploma, or degree would be an asset **OR**;
- 5+ years of experience dispatching/ scheduling is an asset
- 3+ years of customer service experience is an asset
- Working knowledge of ERP system, specifically TimberScan and Sage300 CRE, preferred.
- Strong verbal and written communication skills
- Exceptional interpersonal skills – interface with management, customers, vendors, and employees daily
- Ability to work well in a fast-paced high-pressure environment
- Demonstrate attention to detail and a high level of accuracy
- Must be able to prioritize to ensure timely completion of tasks and meet tight deadlines
- Ability to identify opportunities and act upon them to support the strategic goals of the company.
- Proven ability to focus on long term strategic growth goals while simultaneously managing short term tactical objectives.

If you feel you are qualified for this role, please submit your resume to RECRUITMENT@CIMSLTD.COM.

Only candidates who are most qualified for the position will be contacted.