

Position Title: CHEMICAL DEPARTMENT SERVICE DISPATCHER

BiRite Foodservice Distributors is a family-owned business, started in 1966. Presently, the Company has over 200 employees. We distribute dry and frozen groceries, fresh meats, chemicals, equipment and supplies to restaurants, hotels and institutional users throughout the Bay Area. Our Chemical Division provides service for over 1,000 dishmachines throughout the region

The Chemical Division Service Dispatcher position reports to the Director of the Chemical Division and the main responsibilities will be working with our Service Technicians to schedule installs and service work, assist with customer service, and assist with associated administrative duties.

Major Duties and Responsibilities:

- Triage service calls and emails from our customers with a positive attitude.
- Coordinate the Installation Calendar
- Maintain and update the technicians On Call Calendar.
- Maintain customer files.
- Send Rental Agreements via DocuSign.
- File UCC-1's with State of California.
- Follow up on time sensitive documents.
- Update Technician Routing monthly.
- Other administrative duties as assigned.

Minimum Required Qualifications:

- Previous Service Dispatching Experience.
- Highly organized, efficient, works well under pressure.
- Able to multi-task.
- Excellent verbal and written communication skills.
- Must always be diplomatic and professional.
- Ability to manage multiple projects, prioritize workload, and provide a high level of customer service while responding to changing situations.
- Spanish Speaker is a plus.

Salary: \$25/hr + DOE Work Schedule: Monday-Friday, 8am to 4:30pm with a 30-minute lunch

Competitive packages include Health/Dental/Vision Benefits, Paid Holidays, Vacation, and Sick Time after 60 days of employment. 401(k) after 6 months of continuous employment.

Position: Full Time, Regular

BiRite is an Equal Opportunity Employer