



DISPATCH / CALL CENTRE MANAGER

We are seeking a full-time Dispatch Manager to work out of our headquarters located near Peterborough, Ontario.

The Company:

Doyle Plumbing employs a large team of highly skilled, fully licensed plumbing and heating technicians that serve home, cottage and business owners across Peterborough, Central Ontario and the Durham Region. Our company has experienced strong and steady growth fueled by our commitment to exceptional customer service and backed by experienced plumbing and HVAC industry professionals.

Our headquarters are located near Peterborough, Ontario, a region offering a unique quality of life with its mix of city life, a vibrant arts community, world-leading educational institutions including Fleming College and Trent University coupled with cottage country relaxation and affordable real estate.

Reports to:

Senior Management

Purpose of Position:

As the region's leading provider of plumbing and HVAC services, our clients experience fast, reliable service and 24/7 call centre support. The Dispatch Manager plays a key role in ensuring our customers receive the best experience possible. You will be required to efficiently manage and direct our call centre staff in dispatching technicians to service calls utilizing advanced dispatch software. This is a fast-paced, dynamic position as we are a fast-growing company with 25 service vehicles and over 50 full-time technicians. The ideal position for an experienced call centre manager, a career with Doyle Plumbing is both rewarding and challenging.

Qualifications:

- 3 to 5 years Dispatch or Call Centre Management Experience
- Exceptionally strong proficiency with computers and previous experience using CRM software
- Dedication to providing the best possible customer service experience
- Strong communication and problem solving skills
- Proven ability to multi-task and prioritize effectively in fast-paced environment
- Candidates with call center or customer management experience in the construction / home services industry are preferred.

To Apply:

Please submit resumes to careers@doyleplumbing.ca and include Dispatch Manager in the subject line.

Doyle Plumbing, Heating & Cooling is an equal opportunity employer who welcomes resumes from all interested. We thank you in advance for your interest, however, only those selected for a pre-screen and/or an interview will be contacted.