

**Job title:** Shop Dispatcher  
**Department:** After-sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Plans, organizes, manages and controls the progress of maintenance work in the after-sales department in a professional and timely manner, and provides customers with quality repairs at a reasonable cost.*

**The MAJOR TASKS are listed below, but the incumbent may be assigned to other duties.**

- Establishes and maintains an efficient repair system.
- Organizes the shop work schedule in such a way as to maximize productivity, in keeping with dealership policy.
- Establishes and verifies priorities for all returns to the shop, to ensure that they are given immediate and appropriate attention.
- Ensures that each work order is fully and appropriately documented with the complaint, the cause and the corrective action, as well as the time required for each operation.
- Frequently checks how the work is progressing and notifies the technical advisor and/or the customer of any change in the estimated time needed for completion of the work or the cost indicated in the estimate.
- Maintains professional contacts with after-sales customers and adheres to deadlines.
- Keeps a detailed and up-to-date log of the repairs.
- Prepares estimates, as necessary.
- Examines the paper copies of the work orders handed in by the technicians, to ensure that the work described has been performed and that the work orders have been correctly completed.
- Opens and closes work orders.
- Ensures that the technicians comply with the warranty conditions.
- Advises the supervisor of the next shift how the work is progressing, as applicable.
- Arranges the maintenance schedule for after-sales department vehicles and equipment.

- Prepares a list of equipment, supplies and repairs needed by the after-sales department and checks it with his/her manager, if necessary.
- Coordinates needs for parts with the parts department; contacts customers who have ordered special parts as soon as the parts come in, in order to arrange appointments.
- Reports any frequent shortages to the parts and after-sales department managers, so that the situation can be corrected.
- Maintains a high level of customer satisfaction.
- Keeps abreast of federal and provincial regulations and municipal bylaws, such as those governing the removal of hazardous waste, etc.; understands and observes them.
- Sees to the cleanliness of the work area.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

## **SECONDARY TASKS**

- *Description of one or more secondary tasks to be added, according to your needs.*

## **JOB REQUIREMENTS**

**Language skills**  
**Knowledge and skills**  
**Responsibilities**

**Effort**  
**Work conditions**  
**Other requirements**

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Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

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<p><b><i>N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.</i></b></p>
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