

WORK VAPOR

Job Link: <https://workvapor.com/jobs/dispatch-and-customer-experience-coordinator-field-service-scheduling-19-20-hour/>

HIRING ORGANIZATION

Hancock Chimney and Home

EMPLOYMENT TYPE

Full-time

JOB LOCATION

United States

? Remote work from: United States

DATE POSTED

? 03/08/2026

DISPATCH AND CUSTOMER EXPERIENCE COORDINATOR/FIELD SERVICE SCHEDULING

BASE SALARY

USD 19 - USD 20

DESCRIPTION

Company: Hancock Chimney and Home

Position: Frontline Dispatch & Customer Experience Coordinator

Industry: Field Service / Home Services

Location: Ellsworth

Employment Type: Full Time

Salary: \$19 – \$20 per hour

Work Schedule: Monday to Friday, 40 hours/week

Email: Not Provided

What You'll Do

- Answer live incoming calls and steady the moment
- Respond same business day to texts, emails, and voicemails
- Gather intake details and enter clean, structured notes in Housecall Pro
- Keep schedules accurate and technicians prepared
- Assist technicians with documentation and real-time updates
- Keep jobs, estimates, and communication flowing without stalls
- Confirm or move appointments within policy to protect on-time arrivals
- Flag safety issues and scope changes immediately

- Send timely “running late” updates when risks arise

What Success Looks Like

- Customers feel taken care of on the first touch
- Techs arrive prepared because notes are tight and complete
- Fewer reschedules caused by missing info
- Review requests and wrap-ups go out on time

Minimum Requirements

- 1+ year in dispatch, service coordination, scheduling, or high-volume customer support
- Comfortable on phones, plus text and email communication
- Strong typing and clean note-taking
- Field service software experience preferred; Housecall Pro experience is a plus

Pay, Schedule & Growth

- \$19–\$20/hr based on experience
- Monthly performance bonus opportunity
- Full-time, 40 hours/week (Mon–Fri)
- PTO, sick time, vision & dental, and 401(k) after 90 days
- Up to 3 hybrid days/week after 90 days, performance-based
- Career path: Coordinator ? Senior Coordinator ? Operations

Benefits

- 401(k) with matching
- Dental insurance
- Vision insurance
- Paid time off
- Professional development assistance

How to Apply:

Send your resume and answers to the two prompts below to **apply by phone** or leave a voicemail as instructed

- Prompt 1: Tell us about the most chaotic day you've ever coordinated and how you stabilized it
- Prompt 2: A tech is running 45 minutes behind and the customer is upset. What do you do and say?

Application Options

- Email not provided; apply by phone or voicemail at **207-667-5759**
- Optional: Leave a 60-second voicemail at **207-667-5759** so we can hear your phone presence

Contact Us

- **Phone:** 207-667-5759