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## JOB DESCRIPTION

Position/Title: ERS & Roadside Dispatch Representative  
Department: Retail Administration  
Reports To: Call Center Manager  
FLSA Status: Nonexempt  
Last Updated: 11/04/14

**Summary:** The ERS & Roadside Dispatch Representative is responsible for providing exceptional customer service and Roadside Service dispatch. Dispatch Representatives will be instrumental in creating an environment of service excellence that transcends service levels commonly experienced in the industry. Fast-paced, high service environment where business is conducted with integrity and in a positive, respectful, and timely manner.

### Essential Job Duties/Functions:

- Provides the highest quality customer experience and exceeds expectations of internal and external customers by handling all questions, complaints, and inquiries with the highest degree of courtesy and professionalism.
- Utilize proprietary and non-proprietary software to dispatch, track, and follow up on roadside service calls for Bosselman customers via retail sales as well as national accounts.
- Creatively solves customer issues and provides resolutions to the customer's satisfaction. Escalates issues as needed to the appropriate individuals or departments.
- Detailed documentation of customer incidents and resolutions in case records, emails, etc. in a proficient, accurate, and timely manner.
- Achieves phone management metrics as determined for ERS and Roadside Dispatch Center Representatives.
- Performs project functions for the team such as support functions, reporting, etc.
- Reporting for work in a timely manner when scheduled.

### Additional Job Duties:

- Assisting in other duties, as assigned.

### Supervisory Responsibilities:

- This job has no supervisory responsibilities.

### Education and/or Experience (include certs or licenses needed):

- One to three years of Call Center experience.

**Minimum Qualifications:**

- Hard skills: Microsoft Office knowledge, Customer Service Software, and 30+WPM.
- Must be able to operate a computer and calculator.
- Soft Skills: Excellent verbal and written communication skills, customer focused, ability to learn quickly, strong management skills, team player, attention to detail, ability to resolve conflicts and diffuse situations, thorough follow-up, and ability to multitask.
- Previous experience with tire care or roadside service is a plus.
- Availability to work weekends, evenings or nights and holidays as needed.
- Must be able to communicate in English. – IF APPLICABLE.
- Able and willing to deliver friendly, courteous, and prompt customer service.
- Able and willing to work cooperatively with other team members.

**Physical Requirements:** The physical demands described here are representative of those that must be met by the ERS & Roadside Dispatch Representative to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions, provided such accommodations do not create an undue hardship for the Company.

- The employee must occasionally lift and/or move up to 25 lbs., while performing the duties of this job, the employee is required to sit for long periods of time and occasionally required to stand, walk, sit, use hands and fingers, handle or feel, reach with hands and arms, climb or balance, stoop, knee, crouch or crawl, talk and hear.