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## **Job Description – Siora Dispatch Representative**

### **ROLE DESCRIPTION:**

The Siora Dispatch Representative (SDR) will report to the Supervisor of support services. The SDR will work with our team of analysts in providing professional and courteous service to our clients. We are seeking energetic, dedicated candidates with excellent communication skills and a friendly telephone manner to assist customers in forward messages, orders and call routing.

### **SPECIFIC JOB RESPONSIBILITIES:**

- Provide initial support for products unique to the location or business group within a specific location
- Take orders, messages and forward to appropriate contact
- Detailed information about every call: contact information; contact telephone number; site location; detailed description of problem; detailed documentation for event log
- Meet Service Level Agreements (SLA) set by the client

### **KEY COMPETENCIES REQUIRED:**

#### **Client Service:**

- Strong interpersonal and customer service skills
- Must have excellent customer service and time management skills
- Be able to manage high call volumes
- Be able to work under pressure
- 1-2 years customer service experience a plus
- Ability to work evening's and weekends

#### **Personal Effectiveness:**

- Aptitude for learning software quickly and with minimal instruction
- Excellent communication skills - both written and oral
- Ability to work both independently (with minimal supervision) as well as part of a team environment
- Ability to follow direction and meet deadlines as required
- Ability in meeting end users requirements and in providing high quality customer service
- Ability to prioritize and organize your own schedule