



Service Dispatcher/Scheduler

Founded in 2006, Comfort Systems of Virginia, Inc. began with a goal to provide high quality contracting services to customers in Virginia and North Carolina. We are a Class A General Contractor specializing in HVAC, Plumbing, Piping and Sheet Metal services. Since our incorporation, Comfort Systems has made a commitment to constantly improve our capabilities by applying our industry-leading skills to all projects, making us a benchmark for quality and professionalism in our industry.

Comfort Systems of Virginia is one of the fastest growing mechanical groups in this area. We are looking for a highly organized and proactive full-time Dispatcher/Scheduler to support our service operations team and help manage continued growth.

Essential Duties and Responsibilities

- Receive incoming service calls and requests from customers via phone and email.
- Schedule and dispatch technicians to service calls, PM visits, and emergency requests based on priority, location, and skill set.
- Coordinate daily schedules for HVAC and plumbing service technicians.
- Monitor technician progress throughout the day and adjust schedules as needed to accommodate emergencies or delays.
- Maintain clear and consistent communication with customers regarding arrival times, job status, and scheduling updates.
- Create and manage service work orders in the operating system (e.g., FieldEase/ComputerEase).
- Ensure all service tickets are properly documented, updated, and closed out in a timely manner.
- Coordinate with Service Managers, technicians, and administrative staff to ensure efficient workflow and customer satisfaction.
- Track and follow up on open work orders, pending parts, and return visits.
- Assist with scheduling preventative maintenance (PM) contracts and recurring service work.
- Provide support in routing on-call technicians and handling after-hours emergency dispatching as needed.
- Maintain accurate records of customer interactions, service history, and scheduling notes.
- Assist with general administrative duties including filing, data entry, and reporting.

Experience & Requirements

- 2–5 years of dispatching, scheduling, or administrative experience (mechanical/HVAC/plumbing industry preferred).
- Strong organizational and multitasking skills in a fast-paced environment.
- Excellent communication and customer service skills (both verbal and written).
- Ability to prioritize and make quick decisions under pressure.
- Proficient in Microsoft Office (Outlook, Word, Excel) and scheduling/dispatch software.
- Ability to work collaboratively with field technicians and internal staff.
- Strong attention to detail and problem-solving skills.
- Knowledge of service operations, preventative maintenance scheduling, and geographic

routing is a plus.

Employment Requirements

- Ability to pass drug screening(s)
- Ability to pass background check
- Ability to prove U.S. employment eligibility and provide required documentation for same.
- Able to work extended hours when necessary, including weekends
- Must have reliable transportation
- Must have neat and professional appearance

Teamwork

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company.
- Provide backup support for other team members.
- Continually look for ways to improve our processes and ability to serve our customers effectively.
- Improve your personal performance on a continual basis.
- Mentor unselfishly
- Be receptive to new ideas, regardless of their origin

Safety Requirements

- Use safe work practices and promote safe practices.
- Utilize proper PPE equipment and ensure others do the same
- Comply with all safety requirements set forth by Comfort Systems and OSHA

Comfort Systems offers a highly competitive employment package. In addition to a competitive wage, we offer health and dental insurance, employer paid life insurance, 401(k), paid time off, holiday pay, training, apprenticeship programs, and advancement opportunities. A drug screening and background check will be performed. Comfort Systems of Virginia, Inc. is an equal opportunity employer. If you would like to find out more about our company and our team, please visit our website at www.comfortsystemsva.com.