



Minich's Towing
1682 Riverside Dr, Oil City, PA 16301

Minich's one of Venango County longest continuing operating businesses is looking for an Office Manager/Towing Dispatcher to join our team. The ideal candidate would be able to work in a fast environment and possess strong organizational, people and computer skills. The person will be responsible for the coordination, planning and assigning work to the company operators and technicians.

Job Title: Office Manager / Towing Dispatcher

Responsibilities:

- Answer incoming customer calls on multiple lines
- Accurately classify and schedule incoming service calls
- Create service tickets - Record information such as name, address, tow type, repair, or service to be completed
- Contact customers to schedule routine maintenance
- Maintain record of service calls and work orders
- Schedule service calls and dispatch service crew
- Communicate/follow up with company techs and owners to ensure high quality service
- Evaluates and helps on gathering and communicating estimates
- Enter accounts receivables
- Ordering required parts from company vendors
- Processing payments for customer parts vendors
- Coordination and main contact for company contract customers
- Processing collections
- Monitor company licenses and permitting for renewals
- Other duties as directed

Qualifications:

- 3 years minimum administrative experience (dispatch experience preferred)
- Proficient in Microsoft Office (Excel, Project, Power Point, Word, Outlook, PDF, Calendar)
- QuickBooks knowledge is a plus but not a requirement
- Ability to communicate effectively and remain calm and courteous under pressure
- Ability to pick up and learn new skills
- Works collaboratively in a team environment with a spirit of cooperation
- Respectfully takes direction from the Manager
- Must be reliable, punctual, and able to work Monday - Friday 8:30-5:00
- Must be able to pass drug test and a background check