**HOUSING AUTHORITY OF BREVARD COUNTY**

**JOB DESCRIPTION**

**Job Title: Maintenance Dispatcher**

**Job Summary:**
The Maintenance Dispatcher serves as the primary point of contact for apartment tenants experiencing maintenance issues during regular business hours. This position is responsible for answering incoming calls, accurately documenting tenant concerns, prioritizing service requests, and dispatching on-call maintenance personnel to address urgent maintenance needs.

**Key Responsibilities:**

* Answer incoming maintenance-related calls from tenants in a timely and professional manner.
* Gather and document detailed information about the issue, including tenant name, address, unit number, and a description of the problem.
* Assess the urgency of each maintenance request and determine whether it requires immediate response or can be addressed in the following 24 to 48 normal business hours.
* Contact and dispatch the appropriate on-call maintenance personnel for urgent or emergency repairs.
* Maintain a clear and organized log of all calls received, actions taken, and outcomes.
* Provide excellent customer service by communicating clearly and empathetically with tenants.
* Follow company protocols for emergency situations, including gas leaks, floods, power outages, and lockouts.
* Relay non-urgent requests to the property management office for follow-up the next business day.
* Stay familiar with the property layouts, maintenance procedures, and emergency contacts.

**Qualifications:**

* High school diploma or equivalent.
* Previous experience in customer service, dispatch, property management, or a related field preferred.
* Strong verbal communication and problem-solving skills.
* Ability to remain calm and professional under pressure.
* Basic computer skills and ability to use call logging systems or software.
* Reliable, punctual, and able to work independently with minimal supervision.