



Service Desk Dispatcher

Position Description

The Service Desk Dispatcher is the first point of contact for customer support requests across all BNG divisions, including payment processing, point-of-sale, and software support teams. The ideal candidate is detail-oriented, has an amazing phone presence, multi-tasks effectively, remains calm under stress, and truly enjoys helping customers solve problems quickly and effectively.

What You Will Be Doing

- Deliver top-notch customer service to resolve customer problems by phone, email, and online service ticketing tools.
- Receive and dispatch customer issues — triage, scrub, assign, and manage issues using an online ticketing system
- Ensure efficient transfer of tickets and coordination with support teams across multiple divisions
- Follow up promptly on critical issues and manage a schedule to assign support resources
- Identify trends in customer requests to recommend improvements to service processes
- Meet or exceed dispatch metrics including first call resolution, time to resolution, average ticket age, and interactions per ticket

What We Want From You

- 3+ years of technical support, payment support, or related experience
- Excellent written and verbal communication, including strong phone skills
- Working knowledge of office software (MS Office or G Suite)
- Prior experience with payment processing, point-of-sale, or financial systems is a plus
- Knowledge of customer service or PSA/CRM software (ConnectWise, Autotask, ZenDesk, Salesforce, etc.) is a plus
- Attention to detail and ability to coordinate multiple projects at once
- Ability to prioritize and adapt quickly to changing support volume
- Strong interpersonal skills, including patience, empathy, and a positive, customer-friendly attitude
- Enthusiasm to learn rapidly, work in a dynamic cross-functional team, and collaborate to support amazing products that delight customers



Compensation, Benefits, and Perks

- Competitive salary based on experience and qualifications
- Health, dental, and supplemental insurance benefits available
- Flex Spending Accounts for medical and dependent care expenses
- Long-term disability insurance
- 401(k) plan with company match
- Unlimited Paid Time Off
- Volunteer Time Off
- Paid holidays
- Paid parental leave
- LifeLock® Identity Theft Protection
- Mobile phone service discount
- Wellness reimbursement
- On-site company store
- Free coffee, tea, cocoa, and espresso machine
- Free filtered ice water
- Free parking
- Casual attire all week long
- Three indoor slides
- Rooftop patio, deck, outdoor grill, and fire pit
- Full kitchen, bar, game room, and video games
- Gym with cardio and strength equipment, showers, and towel service
- Indoor half-court basketball with badminton and pickleball court
- Auditorium for company events and movie nights
- Private nursing rooms for mothers
- One block from biking and running trails, dog park, and playground
- Free chair massages
- Catered team events and training sessions every month
- Fun work environment and an amazing culture
- Great opportunities for training, professional growth, and advancement

Additional Information

- Location: Fargo, ND
- Full-time position
- Applicants must be eligible to work in the US without visa support



About BNG Team

BNG Team is an award-winning business solutions company based in Fargo, North Dakota. BNG Team is passionate about developing solutions for businesses that help them achieve their business goals. BNG has four divisions that offer a variety of services. For additional information on BNG Team and its businesses, visit BNG Team online (<http://www.bngteam.com>) or follow us on Twitter [@bngteam](https://twitter.com/bngteam). BNG Team is an equal opportunity employer.