

Service Scheduler and Coordinator



Department: Service
FLSA Status: Non-exempt
Grade/Level:

Job Status: Full Time, Year round, Benefits.
Reports To: Manager - Logistics and Field Operations
Amount of Travel Required: none
Positions Supervised: none

Work Schedule: 5 days, some Saturdays

POSITION SUMMARY

To maximize efficiency of service technicians and mechanics throughout the day by communicating with and making contingency plans for rerouting field employees to deal with unexpected problems or to level workloads. To set up and maintain efficient routes and schedules for the technicians and mechanics by working with Field Managers to determine routine and nonroutine needs on a daily and weekly basis.

Provides cross-divisional support to Scheduler and Coordinator of Heating & Gas.

DUTIES AND RESPONSIBILITIES

1. Ensures that all mechanics/ techs schedules are reviewed for accuracy and efficiency on a daily basis.
2. Coordinate and reroute all mechanics as necessary, by responding to progress call-ins and/ or emergencies
3. Coordination of all daily schedules for service techs/ mechanics.
4. Efficiently place clients into appropriate routes based on geography and service time needed.
5. Give feedback to service supervisors about techs/ mechanics pace.
6. Contribute to overall office organization by keeping own work area clean and organized.
7. Track hourly progress of mechanics to predict completion pace and relay information to supervisor.
8. May be required to coordinate access to client's homes for services to be completed by calling ahead.
9. Maintain weekly repair calendar with daily update emails.

TYPICAL TASKS MAY INCLUDE BUT ARE NOT LIMITED TO:

1. Maintain check in logs for field employees
2. Check GPS status on all vehicles consistently throughout the day.
3. Receive status update phone calls from mechanics, after each 3 jobs they complete.
4. Phone mechanics to get status reports if they are overdue for call in.
5. Coordinate and assemble daily schedules for techs/ mechanics.
6. Generating & Printing work orders for add on jobs.
7. Update client notes in CRM system.
8. Answering the phone and conveying messages to the appropriate person.

SKILLS & ABILITIES

Education: High School Graduate or General Education Degree (GED)

Experience: 2-3 years related experience

Other Requirements: Working knowledge of Microsoft Office, Silent Passenger, Map Point

WORK ENVIRONMENT

Indoor, controlled office environment