

**Department:** Heating & Gas

**FLSA Status:** Non-exempt

**Job Status:** Full Time, Year round, Benefits.

**Reports To:** Business Manager of Client Services

**Work Schedule:** Monday - Friday, some Saturdays

### POSITION SUMMARY

Maximizes efficiency of service throughout the day by communicating with and making contingency plans for rerouting field employees to deal with unexpected problems or to level workloads. Sets up and maintains efficient routes and schedules by working with Management Team to determine routine and non routine needs on a daily and weekly basis to align with client needs/requests and/or reoccurring schedule. Generates work orders for products/services to clients and follows up on status, as needed. Tracks data as required and provides analysis as needed. Follows up with techs and drivers to keep Management Team apprised of status and analyzes workloads to prioritize or reprioritize based on competing demands. Provides back up support to Scheduler and Coordinator- Service and Maintenance division.

### SKILLS & ABILITIES

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

**Experience:** 2-3 years related experience

**Other Requirements:** Working knowledge of Microsoft Office, Outlook

**Other:** Benefits, 401K Plan