

JOB DESCRIPTION

Scheduling Coordinator

TITLE: Scheduling Coordinator, Chief Juggler

RESPONSIBLE TO: Operations Manager

SUPERVISES: Cleaning Technicians

Purpose of Position: To ensure every repeat client is cleaned on the day scheduled and (or) requested. To ensure absent employee's jobs are covered. To ensure every customer scheduling request, change, and preference is documented and cheerfully accommodated. To ensure converted leads are fulfilled and not lost due to a lack of time-slots available.

Insure daily capacity (through aggressive scheduling, juggling, stretching)

Work in initial cleans & occasionals, last minute requests

Fulfill every job, every day (avoid rescheduling later)

Duties & Responsibilities:

- Finding / making spots for new bookings

- Strategic technician routing

- Take customer calls and accommodate reschedules, specific requests

- Reschedule jobs same day for absent employees, holidays, staff changes

- Communicate with customers about changes

- Update computer with customer preferences, fee changes, day changes, etc.

- Alert customer when tech will be late

- Optimized every technicians day (7 – 8 job hours vs. 5 – 6)

- Inform the Operations Manager & Sales of openings 24 to 72 hours out

- Confirm all unconfirmed appointments

- Follow up with customers via email, phone

- Assist sales team by finding open spots for new jobs

- Create weekly technician schedules on time

- Assist with Turn In Day needs

- Assist Cleaning technicians with day to day operations

- Follow up on paperwork you are waiting on (signatures, CC on file, etc)

- Assist with Customer Retention (attrition)

- Other Duties as required

Results Expected/KPIs:

- Daily capacity met (object: 7-8 job hrs per CT per day)

- Outstanding customer rapport, relations

- Minimal change for the customer

- Optimized schedules for all FT employees (full schedule daily)

Minimum chaos (entry issues, work orders, unconfirmed jobs, etc.)
Logistical Efficiency (90%+)
Consistency (70%+)
Customer Attrition (<3%)

Authority:

100% discretion on scheduling, with collaboration as needed

Minimum Qualifications: 2 years customer service experience, 1 year scheduling/routing experience, excellent computer skills, database use, email, articulate correspondence, friendly, quality voice