

JOB OVERVIEW			
JOB TITLE	Scheduling Co-ordinator		
JOB LOCATION	Leeds - Office Based		
GENERAL DESCRIPTION	Provide job scheduling support for a team of up to 15 field-based installation engineers operating over a wide geographical area. Work with the Field Installations Manager to ensure resource is efficiently utilised and travel time is minimised. Respond to changes in the in-day schedule and ensure that customers are kept updated if agreed appointment times change.		
DIVISION / DEPARTMENT	Operations	REPORTS TO: (NAME)	Field Installations Manager
POSITION DETAILS			
DETAILED JOB DESCRIPTION	An exciting opportunity to play a pivotal role in supporting Garolla's growth plans through the effective and efficient scheduling of customer installation appointments. Key responsibilities include; - Review engineer appointment schedules to ensure appointment slots are fully utilised and correctly allocated - Assess individual schedule efficiency and recommend changes to reduce travel time and maximise efficiency - Update the system with any short notice resource amendments to ensure the impact on customer appointments is minimised - Provide in day jeopardy management support to update customers on any changes to the schedule which may impact their planned installation - Support the development and implementation of an automated scheduling & route planning system to drive efficiency improvements - Work with Customer Care colleagues to ensure remedial customer jobs are scheduled for completion within agreed SLA's - Effectively respond to challenges from the field team to ensure schedules remain optimised to maximise customer appointments		
WORK EXPERIENCE REQUIREMENTS	2 years field scheduling or customer service experience - Experience of the garage door/home improvement industry desirable - Computer literate with a good understanding of Excel & field management technology		
OTHER REQUIREMENTS	- Excellent communication skills - Flexible and confident working in a changing environment - Determined & resilient - Has an eye for detail - Works well under pressure		

WHAT WE OFFER

- 25 days holiday plus statutory bank holidays
- Company pension
- Employee assistance program
- Monthly treat
- Annual summer event

REVIEWED BY:

DATE: