



JOB DESCRIPTION

Job Title: Scheduling Coordinator

Main Function:

The Scheduling Coordinator is responsible for organization, implementation, adjustment, and maintenance of schedules in various departments to ensure that every shift is fully staffed.

ESSENTIAL FUNCTIONS

1. Creates and/or implements staffing schedule for various departments and assures adequate staffing per guidelines at all times. Works in coordination and partnership with department management.
2. Reviews the schedule frequently to identify unfilled shifts. Works with software and other systems to fill all shifts according to approval protocol.
3. Recommends new approaches and effective scheduling practices to affect continual improvements in efficiently staffing.
4. Advises and communicates with management staff of all staffing, scheduling needs and/or shortages identified during assessment of schedules. Monitors the schedule to ensure that overtime is not incurred with prior approval of management.
5. Serves as a liaison between an employee's manager and Human Resources when it has been identified there is a potential leave or assistance situation with an employee.
6. Handles inquiries and questions regarding various scheduling needs to ensure quick, equitable, and courteous resolution.
7. Is flexible and adaptable to meet scheduling needs.

Other Duties

- Communicate with staff via phone, email, text, and interactive software timely to respond to staffing needs including call-offs, schedule swaps, and vacation requests.
- Documents schedule changes to the Master Schedule so information is up to date when completing payroll.

- Works with management to track Holidays, FMLA, and other time off is recorded when known in advance.
- Helps provide administrative support to Resident Services department such as monitoring reception area and signing for packages.

MINIMUM QUALIFICATIONS

Education

A high school diploma/G.E.D. is required, some college preferred.

Experience

Prefer one year of administrative and scheduling experience required. Must have excellent interpersonal, customer service, time management, and organizational skills.

Responsibility

Work may involve non-routine decisions and recommendations. Normally is given scope of the task to be completed and allowed the necessary authority to achieve desired results.

Technology

Works on a computer, uses copier, telephone, smartphone, and tablet technology.

Software

Proficient in Microsoft (i.e., Outlook, Word, PowerPoint, Excel); prefer prior experience with scheduling software.

Responsibility

Minor analysis and judgment required, may involve non-routine decisions/recommendations. Normally is given scope of task to be completed and allowed to take necessary steps to achieve desired result upon supervisory approval.

Problem-Solving

Non-routine, varied assignments, some decisions made within broad guidelines. Problems require the ability to analyze moderately complex data utilizing practical knowledge or techniques developed through training or experience.

Personal Interaction

Work requires extensive contact with employees in the Resident Services department. Social finesse, the art of persuasion, and social cooperation are of key importance. Maintains confidentiality and professional business standards.

Work Environment

Pleasant office environment.

Equipment Utilization

Routinely operates office equipment such as computer and copier.

Hazards or Fatigue

Ordinary care and caution must be used while performing work activities. Occasional muscle fatigue, eyestrain, backache and headache may be present after prolonged activity. Position involves lifting up to 10 to 15 pounds.

Planning and Organizing

Works primarily on a short-term cycle (1-3 months). Plans work operations taking into account priorities, emergency situations, cyclic nature of workflow and establishes deadlines for completion.

Other Acknowledgements:

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The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all of the job-related duties, responsibilities, or activities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.