

LANDSCAPE SCHEDULING COORDINATOR

This position will maintain a complex and dynamic schedule. The Scheduling Coordinator is accountable to facilitate the scheduling and tracking of daily work tickets. Effectively managing the timely flow of the routes and job scheduling process.

Operational:

- Ensure that customers are highly regarded and receive exceptional service throughout the flow of the scheduling processing, including notification of job date and route assignment.
- Develop and maintain effective, professional, and timely communications with customers and internal departments regarding short-term and long-term schedules, project issues and installation status.
- Prepare all work tickets for the week within industry specific software (*Boss*).
- Route on the Production Dashboard all work tickets for maintenance, irrigation, and enhancement services.
- Ensure all tablet data is ready and accurate for the work crews 24hrs in advance or more.
- Enter time and material cost entries for all production crews. Including *Boss Mobile* data verification.
 - Proactively review all time and material data.
 - Make necessary reconciliation adjustments to mobile daily time records
 - Verify Lunch breaks
 - Provide real time feedback for non-compliant record keeping or deviations in route schedule that effect production efficiency and job costing data.
 - Audit suspect record keeping with GPS data.
 - Address directly with crews and report to Engagement Manager and Operations team ongoing record keeping issues.

Irrigation:

- Create irrigation technician(s) daily work schedule.
- Coordinate daily schedule changes to ensure appropriate prioritization and dispatch to maximize efficiency, distance, and technician technical ability.

GT Landscape Solutions is an Equal Employment Opportunity Employer

- Prepare field prepared bids in Boss and issue to clients or to Account Manager as appropriate.
- Ensure full work schedule for technicians by assisting in the follow-up of proposals and monitor field bid volume to ensure adequate sales pipeline.
- Assist in ensuring revenue goals are met for the division.

Office Support Functions:

- Answer phones and make outgoing calls as required or assigned.
- Mail as needed or required
- Filing
- Other tasks as assigned or required.
- This role may be asked to perform Account Management and HR related duties as needed.

Disclaimer

The noted responsibilities are not an all-inclusive list. Additional duties may be required with changes in overall staffing levels. All duties performed are expected to be performed as if they are subject to your job measurement.

Relationships and Roles - Internal / External:

- Maintains contact with all clients to ensure high levels of client satisfaction.
- Demonstrates ability to interact and cooperate with all company employees.
- Provides accurate records and information to all inner office staff.
- Must have a can-do attitude

Accountabilities:

- The position involves a high degree of complexity because of the need to manage the diverse operating styles of staff and the need to adjust to the seasonality of the business. The position operates from established procedures but is expected to develop new policies, practices, and procedures to enhance the sales effort and the overall success of the company. The position operates with a minimal amount of supervision.

Knowledge, Skills and Abilities:

- Considerable knowledge of the company goals, objectives, policies, and procedures
- Considerable skill in organizing, controlling a constantly changing and growing office
- Skill in using computer hardware and software.
- Ability to communicate clearly, effectively, and positively at all levels
- Ability to establish relationships using sound interpersonal skills.
- Ability to negotiate and be team orientated.

Language Skills

- The position requires the continuous need to read, write, and speak English. This position should be able to speak and understand Spanish.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

- Constantly required to talk, hear, see, sit, stand, and walk
- Must be able to see at close vision, distant vision, peripherally, have depth perception and have the ability to adjust focus.
- Frequent use of hands to manipulate, handle or feel objects, tools, or controls
- Occasionally required to lift and/or move up to 25 lbs.

Education/experience:

- The position requires 3-5 years of progressive experience in a similar position.
- High computer proficiency is required.

Environment:

- Work is performed in the office primarily. Work in the field may be required as needed. Travel is as required.



GTLS Witness

Date: _____



Employee Acceptance

Date: _____