
POSITION: Customer Support Master Scheduler

COMPENSATION: Non-Exempt; Hourly

LOCATION: Houghton, MI

REPORTS TO: Global Customer Support Manager

Position Description

Master Scheduler contributes to the effective operations of contact centers by forecasting workload and resource requirements. Using strong analytical and organizational skills, Schedulers play a key role in effective staffing and scheduling. The Scheduler will monitor phone calls to verify CS Representatives are working in accordance with the company expectations in conjunction with the team to establish and manage sales goals.

Principal Accountabilities

- Schedules Field Support Professionals and Field Support Technicians worldwide on a weekly basis, making regular adjustments as customer needs change, communicating schedule changes
- Reconciles Customer Support/Field Support Technician Schedule with actual travel for logging key deliverables
- Coordinates training for onboarding of internal employees
- Coordinates field training opportunities to build Field Support Professionals/Field Support Technicians skillset
- Coordinates training or other Customer Support efforts for factory machine pick-ups
- Considers time sensitivity/urgency of request to ensure customer satisfaction
- Ensure pertinent information is logged
- Ensure the team has pertinent information before visiting customers
- Making recommendations and resources available to provide options
- Adapting to changes and managing the scheduling process
- Maintain current knowledge of company developments, products
- Responding to scheduling emergencies
- Have the ability to identify and resolve training or scheduling-related problems, and handle multiple assignments
- Ability to work safely in a manufacturing environment and follow all company safety policies and procedures

Attributes

- Analytical and organizational skills
- Math skills
- Technical aptitude
- Ability to multi-task
- Solid customer focus and should be able to operate well in teams
- Excellent telephone skills
- Good decision making skills
- Sense of urgency
- Creative (problem solving)
- Proactive honest communication
- Excellent communication skills – verbal and written
- Ability to solve problems using existing systems and processes
- Capable of identifying and developing processes and process improvements
- Maintain a positive attitude in high-pressure situations
- Ability to effectively deal with people at different organizational levels both inside and outside the company

Education/Experience

- High School diploma or equivalent required
- Excellent computer skills required
- 3-5 Years Customer service experience required
- 1-2 Years Scheduling or dispatch experience preferred

Working Conditions

- Ability to work extended hours as business needs dictate
- Office, shop floor



- May spend many hours sitting, typing at a computer

Printed Name

Signature

Date