

JOB DESCRIPTION

Job Title	Scheduling and Administration Coordinator
Reports to	Managing Director
Date prepared/Revised	October 2018
Job Status/Hours of work	Full-time, permanent (40 hours 1.0 FTE) 8.00am – 5.00pm

Our Mission

Nelson Alarms is the leading security installation/maintenance company in the Nelson region. We are a locally owned and operated business. Quality, reliability and total customer satisfaction are the cornerstones of what we stand for.

Role Purpose

The Scheduling and Administration Coordinator is solely responsible for the day-to-day liaising with clients, creating, planning and scheduling all work requests for Nelson Alarms technicians. Critical role components are the delivery of effective work scheduling (detailed below) along with the provision of a high quality, efficient and effective administration and outstanding customer service.

Key Responsibilities and Accountabilities

Responsibility	Accountabilities
Customer Service	<ul style="list-style-type: none"> • Frontline reception for face-to-face contact with customers/visitors to Nelson Alarms office. • First point of contact for all phone and email communication for the business. • Direct communication and queries to the necessary people within the business when required. • Liaise with clients to organise and schedule work. • Ensure that information is documented and recorded accurately.
Compiling Work	<ul style="list-style-type: none"> • Compile and distribute quote and work requests as required. • Co-ordinate faults and/or urgent work – to the appropriate technician (within twenty-four hours). • Create monthly IQP/BWOF jobs. • Oversee Service work for residential and commercial customers. • Follow up work - monitor job statuses and ensuring that jobs are moved along towards being 'completed' to enable invoicing. • Review and provide feedback on the procedures, with a focus on continuous improvement.
Scheduling	<ul style="list-style-type: none"> • Co-ordinate, prioritise and plan work requests to ensure that technicians can be constantly scheduled for work. • Maintain a working schedule for ongoing forward scheduling of work. • Work in conjunction with Operations Manager to allocate work. • Develop and maintain, yearly on-call roster, ensuring that an on-call technician is scheduled each week. • Ensure monthly IQP work is completed efficiently, within the necessary month. • Work to maximize efficiency and effectiveness of technician scheduling both within the region and on overnight trips.

Communication	<ul style="list-style-type: none"> • Develop and maintain positive and productive relationships with technicians and customers. • Ensure customers are informed of the progress of their job/work. • Ensure that the correct information is captured for billing and/or future work by the customers and/or technician(s). • Ensure that issues that arise on a job are clearly identified, assessed by the correct people and a resolution found and ensure that the communication takes place. • Ensure that the communication with the Operations Manager is constant in regard to what is happening with workflows, workload and technician progress on jobs on a daily basis. • Highlight safety issues, tech concerns, incidents, encourage reporting and advise management. • Collate and document meetings and distribute minutes and notes.
Nelson Alarms Monitoring (NAM)	<ul style="list-style-type: none"> • Ensure that the documentation required is forwarded, explained and received from the customer as soon as practical (preferably prior to) NAM connection onsite. • Processing alarm monitoring documentation including response forms, contracts and AP forms. • Coordination of response information between client, technician and Operations Manager.
Sales	<ul style="list-style-type: none"> • Promoting all aspects of the business, including: <ul style="list-style-type: none"> – Promoting servicing of all systems we maintain – Promoting Nelson Alarms Monitoring service • Recognizing and taking opportunities to promote sales and installations where possible. • Assisting to follow up quotes.
Internal Documentation	<ul style="list-style-type: none"> • Ensure that site specific information is captured and documented in the correct forms to ensure efficiency of work in the future. • Ensure that site notes are maintained in a 'uniform' way to ensure consistency across all customers for technicians to view. • Ensure that job information/work completed is clearly recorded accurate for invoicing. • Ensure that scheduling processes are well documented in the admin manual, easy to follow and kept up-to date in relation to the Scheduling Managers role.
General Administration Duties	<ul style="list-style-type: none"> • Collate responses to client's Health and Safety documentation. • Keeping records of van maintenance up-to-date. • General office administration and correspondence. • Provide back up and assist other colleagues as required.
	<ul style="list-style-type: none"> • In addition to the duties listed, you may be required to undertake other duties as reasonably requested from time to time.

Experience / Skills Required

Essential skills and experience

- Ability to multi-task and prioritise.
- Customer focused with excellent communication skills.
- Remain calmly under pressure to meet daily deadlines.
- Strong planning and organisational skills.
- Flexible and adaptable approach.
- Commitment to excellence in the delivery of work and strong attention to detail.
- Ability to work autonomously, use initiative and be a confident decision maker.
- Strong interpersonal and relationship building skills.
- Have excellent keyboard and computer skills, and the ability to learn our cloud-based job management system.
- Strong technical ability and intermediate / advanced level Microsoft Office Suite (Word, Excel, Outlook).
- Strong written and verbal comprehension and a good level of numerical ability.
- Knowledge, and experience, of modern office management practices, procedures, systems and equipment.

Desirable skills and experience

- Business administration qualification.
- Minimum two years previous office management experience.
- A clean, current driving license.

Working Relationships

Internal

- Managing Director
- Operations Manager
- Accounts Manager
- Technicians
- Employees

External

- Customers
 - Sub-Contractors
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