

Job Description**Position Title:** Scheduling Coordinator**Reports to:** Customer Service Supervisor**Job Status:** Non-exempt**Position summary:**

Manage the scheduling and completion of installation of projects after sale is finalized by Sales Designer. Interact with customers to schedule installation of cabinetry and provide information in response to inquiries about products and services and to handle and resolve complaints. Coordinate completion of warranty repairs.

Essential Functions:

- Communicate with Operations, Customers and Sales Designers to meet installation deadlines.
- Schedule cabinetry installation for customers.
- Understand details of warranties in order to explain them to customers.
- Schedule warranty repairs.
- Schedule punch list completion.
- Communicate with builders, homeowners, sales designers, vendors, installers, service technicians, field supervisors, and others as necessary, to resolve customer problems and follow through to resolution.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts, and to obtain details of complaints.
- Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.

Skills:

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Speaking - Talking to others to convey information effectively.
- Monitoring - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Time Management - Managing one's own time and the time of others.
- Service Orientation - Actively looking for ways to help people.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.

Attributes:

- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning - The ability to apply general rules to specific problems to produce answers that make sense.
- Speech Recognition - The ability to identify and understand the speech of another person.
- Speech Clarity - The ability to speak clearly so others can understand you.
- Written Comprehension - The ability to read and understand information and ideas presented in writing.
- Written Expression - The ability to communicate information and ideas in writing so others will understand.
- Information Ordering - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Experience and Education:

High School Diploma (or GED or High School Equivalence Certificate)

At least one of related experience

Physical Demands:

Action	Rarely	Occasionally	Frequently
Stand		x	
Walk		x	
Sit			x
Use hands to finger, handle or feel			x
Reach with hands and arms	x		
Climb or balance	x		
Stoop, kneel, crouch or crawl	x		
Talk or hear			x
Taste or smell	x		
Lift up to 10 pounds			x
Lift up to 25 pounds	x		
Lift up to 50 pounds	x		

While the company has attempted to accurately and thoroughly describe this position, the Company reserves the right to change the same, including to change, add to or subtract from the duties outlines, within the sole discretion of the Company, at any time, with or without advance notice.

Co. Representative Name	Co. Representative Signature	Date
Supervisor Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date

