



TITLE: Scheduling Manager

DEPARTMENT: Operations

JOB LOCATION: Hudson, NH

REPORTS TO: VP, Operations

POSITION OVERVIEW:

The Scheduling Manager will play a critical role in providing leadership and support to the Operations department, where key responsibilities will focus on engineer scheduling, mobile unit scheduling support, hiring and orientation initiatives, and reporting. This role is primarily responsible for ensuring Game Creek Video's clients are provided with an optimal engineering staff for their events while balancing the interests of the staff and company. Additionally, the Scheduling Manager will provide critical leadership with regards to mobile unit scheduling support, ongoing hiring efforts, and report management.

TOP FIVE RESULTS THAT DEFINE SUCCESS IN THIS JOB:

- Strategic Staff Utilization
- Mobile Unit Scheduling Support
- Hiring Leadership
- Communication Leader
- Report Management

JOB RESPONSIBILITIES:

Engineer Scheduling

- Analyze and structure work schedules across the Engineering team to optimize talent allocation across mobile units and events while simultaneously balancing workloads across the Engineer staff
- Manage fair and equitable staffing day counts for both Engineers and Game Creek Video by analyzing existing metrics in SIS and scheduling accordingly

- Quickly evaluate and respond to the impact of schedule modifications and changes to efficiently meet the staffing needs of the business; resolve scheduling conflicts in a prompt and collaborative manner
- Build and maintain strong working relationships with all Engineers in order to facilitate clear lines of communication regarding schedule changes; ensure communication channel is appropriate given the scheduling update
- Partner with the Engineering leadership to obtain input and make recommendations about staffing levels and assignments
- Work closely with Account Managers to ensure accurate understanding of client needs and staffing requests; communicate most up-to-date options for fulfilling those requests
- Closely collaborate with the Travel department prior to finalizing staffing plans in order to secure the lowest travel expenses feasible while meeting the needs of the business
- Request approval to secure freelance Engineers to supplement staff when necessary; review invoices for accuracy and submit to Accounting for payment
- Approve Engineer vacation and other time-off requests; collaborate with Human Resources when needed
- Play a participant role in sharing performance-related feedback with Engineering Managers as needed

Additional Operations Support

- Provide leadership and feedback in engineering hiring initiatives by participating in candidate interviews and new hire orientation meetings
- Support VP of Operations with mobile unit scheduling by providing staffing availability and recommendations
- Present routine reports analyzing staff utilization to VP of Operations and the Engineering Director in order to make recommendations for additional staffing resources when necessary
- Other department projects as assigned

Project Management

- Participate in conference calls with customers as needed
- Participate in company projects and perform other duties and responsibilities as assigned

JOB REQUIREMENTS:

- Ability to create and implement staffing plans in a dynamic, fast-paced environment
- Excellent written and verbal communication skills and problem solving skills
- Must be a self-motivated leader with strong attention to detail
- Outstanding interpersonal skills with a demonstrated ability to remain calm and positive under pressure; be a collaborator
- Ability to obtain accurate information, actively listen, and apply rationale to make smart decisions that meet the needs of the staff and company
- Ability to problem solve in order to find viable and creative solutions to multi-faceted scheduling challenges and other issues that need solutions

- Ability to deliver tough messages with confidence, respect, and care
- Excellent time management skills; must be able to effectively multi-task while being flexible to a constant state of flux
- Must be able to work well independently with minimal supervision and have the ability to handle confidential and proprietary information

MINIMUM QUALIFICATIONS:

- 5+ years prior experience in a logistics, dispatching, or scheduling-oriented role
- Incredible multi-tasking abilities and aptitude to quickly deal with unexpected situations
- Ability to handle off-hour (nights and weekends) mission-critical scheduling issues
- BA/BS degree highly preferred
- Prior management or supervisory experience highly preferred
- Must be able to demonstrate high proficiency with computers and related programs
- Must be able to travel to site locations a few times per year
- COVID-19 vaccination unless reasonable accommodation is approved

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