



TITLE: Scheduling Coordinator

DEPARTMENT: Operations

JOB LOCATION: Hudson, NH

REPORTS TO: Scheduling Manager

POSITION OVERVIEW:

The Scheduling Coordinator will play a critical role in providing support to the Operations department, where key responsibilities will focus on systems management engineer scheduling, mobile unit scheduling support, and reporting. This role is primarily responsible for ensuring accurate upkeep and proactive management of Game Creek Video's scheduling system. This role will also provide key assistance in the scheduling of engineering staff and mobile units, while balancing the interests of the staff and company.

TOP FIVE RESULTS THAT DEFINE SUCCESS IN THIS JOB:

- Scheduling management system is 100% accurate for engineer assignments
- Scheduling management system is 100% accurate for mobile unit assignments
- Engineer utilization at 85%
- All schedule changes are communicated on a daily basis
- Informed scheduling decisions based on accurate reporting

JOB RESPONSIBILITIES:

- Create, update, and manage job schedules in Game Creek Video's scheduling management system
- Assign appropriate mobile units and engineering staff to scheduled jobs based on availability, technical abilities, and business needs
- Analyze and structure work schedules across the Engineering team to optimize talent allocation across mobile units and events while simultaneously balancing workloads
- Manage fair and equitable day counts for both Engineers and Game Creek Video by analyzing existing metrics in SIS and scheduling accordingly
- Approve Engineer vacation and other time-off requests; collaborate with HR when needed
- Quickly evaluate and respond to the impact of schedule changes to efficiently meet the staffing needs of the business; resolve scheduling conflicts in a prompt and collaborative manner
- Partner with Engineering leadership to obtain input and make recommendations about staffing levels and assignments
- Support Operations leadership with mobile unit scheduling by providing staffing availability and recommendations
- Build and maintain strong working relationships with all Engineers to facilitate clear lines of communication regarding schedule changes; ensure communication channel is appropriate given the scheduling update

- 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 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
- Present reports analyzing staff utilization and other relevant trends to Operations and Engineering leadership to manage equitable workloads and costs
- Play a participant role in sharing performance-related feedback with Engineering Managers
- Provide feedback in engineering hiring initiatives by participating in new hire orientation meetings
- Other departmental projects as assigned

JOB REQUIREMENTS:

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

MINIMUM QUALIFICATIONS:

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

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