

<b>Position Title:</b>	<b>OSP Schedule Coordinator</b>	<b>Department: OSP</b>
<b>Reports To:</b>	<b>OSP Field Supervisor</b>	<b>FLSA Status: Non-Exempt</b>

**General Summary:**

This position is responsible for optimizing the daily schedule of OSP Field Technicians in a geographical region. This OSP Schedule Coordinator will work with the OSP Field Supervisor to ensure the timely completion of the daily workload for OSP Field Technicians. The OSP Schedule Coordinator will coordinate schedule changes with customers, OSP Field Technicians, and other departments to ensure clear communication is always being delivered. The OSP Schedule Coordinator will monitor scheduled tasks to quickly identify and coordinate scheduling changes or conflicts by remaining in direct communication with resources.

**Essential Job Functions:**

- Manage workforce schedule for OSP Field Technician tasks within a geographical region.
- Optimizes workforce schedule based on resource availability.
- Optimizes workforce schedule using the most efficient geographical routes.
- Optimizes workforce schedule using specific skill sets of resources available.
- Coordinate’s scheduling changes and conflicts with other departments, OSP Field Technicians, and with customers.
- Contact and inform customers when a scheduling change is required.
- Works with the OSP Field Supervisor to ensure the workload is optimized efficiently.
- Working with the OSP Field Supervisor, scheduled unplanned maintenance.
- Coordinate’s emergency tickets and locates as needed.
- Monitor scheduled tasks throughout the day and be in direct communication with resources to identify and coordinate scheduling changes or conflicts.
- Performs all other related duties as assigned by management. \*

\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of general office procedures.
- Knowledge of assigned geographical region.
- Skill in operating various office equipment.
- Skill in oral and written communication.
- Skill in identifying problems and resolutions.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to follow written and oral instructions.
- Ability to pay close attention to detail.

- Ability to effectively function as a team player.

**Education and Experience:**

High School diploma or equivalent plus one to two years of office/clerical experience. Telephone office or rural utility experience preferred. Customer service experience a plus, dispatch background preferred.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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