



## JOB DESCRIPTION

**Position:** Scheduling Coordinator  
**Reports to:** Training Supervisor  
**FLSA Status:** Non-Exempt  
**Last Updated:** 09/19/2023

**Core Values: Ethics, Professionalism, Encouragement, Innovation**

### **Position Summary:**

The Scheduling Coordinator provides professional coordinating, planning, implementation, managing, and administration of operational scheduling. The position is responsible for all aspects of the operational schedule as it relates to workforce optimization in planning, creating, and communicating forecasts and schedules. This position requires collection and review of information related to operational requirements and staff performance with the goal of determining ways to improve operational efficiency through effective staffing decisions. Other duties include coordination with Training and Operations departmental staff to determine impact of various personnel schedules, to include training, academy support, individual leave impact(s), and overall organization plan and strategies that may impact the operational schedule.

### **Supervision Received:**

Works under the general supervision of the Training Supervisor.

### **Supervision Exercised:**

No direct supervision exercised. Indirectly supervises operations staff as the functional manager of scheduling.

### **Essential Duties, Functions and Responsibilities:**

*(The duties listed are intended only as illustrations of the various types of work that may be performed and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)*

- Serve as the primary point of contact on workforce scheduling policies.
- Serve as subject-matter expert on workforce optimization issues.
- Ensure correct staffing for operational requirements are met by assessing the daily schedule, create overtime, and fill subsequent overtime.
- Responsible for the maintenance and upkeep of scheduling software.
- Responsible for reporting data and managing activities around employee scheduling and forecasts, including preparing periodic reports for management to identify trends, issues, and opportunities.

- Process employee schedule adjustments including leave, shift-trades, , FMLA, training, etc.
- Create, adjust, and remove training assignments in the scheduling software and on a tracking report shared by supervisors and management.
- Work with Communications Center staff to design annual staffing schedule framework, evaluate feasibility, and present finalized plans to management.
- Design, prepare, and complete shift bid process for Emergency Communications Specialists, Communications Specialists and Communications Supervisors including shifts and scheduled leave for the upcoming calendar year.
- Analyze employee skills in relation to their schedules to identify training needs and make recommendations to management for individual training.
- Improve processes and increase efficiency of operations by recommending necessary schedule changes.
- Analyze the schedule to make staffing and training recommendations.
- Maintain confidentiality for our citizens, emergency responders, and employees, including Protected Health Information (“PHI”) as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in a sensitive, information-rich environment.
- Complete job-related trainings, certifications, and continuing education to expand technical skills and knowledge as assigned and required.
- Work in a team environment, always promoting a positive, professional image of Jeffcom.
- Work cooperatively with vendors, emergency responders, members and user agencies and co-workers.
- Regular and predictable attendance is required, including the ability to work more than 40 hours in a work week, including evenings, holidays, and weekends.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Excellent written and verbal communication skills.
- Critical thinking, creative problem solving, and resourcefulness a must.
- Demonstrate knowledge of Jeffcom’s rules, policies and procedures included in Jeffcom’s Personnel Rules, Policy Manual, and Standard Operating Procedures.
- Perform all other duties as assigned.

**Minimum Education. Experience. License and Certification Requirements:**

- Three (3) years’ experience in an emergency communications center.
- Possess and maintain Emergency Communications Specialist, Medical Dispatcher (EMD), CPR, Emergency Fire Dispatcher (EFD), and National Crime

Information Center (NCIC)/Colorado Crime Information Center (CCIC) certifications. Additional certifications may be required during employment.

### **Required Knowledge, Skills and Abilities**

- Proficient with Microsoft Office with particular skill in Excel for data storage, creating reports, producing schedules, and performing other scheduling associated tasks.
- Working knowledge of Schedule Express software or any equivalent workforce management software used to manage schedules, work flow, and statistical data.
- Possess analytical skills for reviewing information, analyzing data, and making appropriate recommendations for improvements, changes, and enhancements to schedules for improving personnel utilization and operational performance.
- Possess strong communication skills to ensure that employees are kept informed of developments effectively and to ensure that all appropriate staff are aware of any changes to anticipated schedules in a timely manner.
- Manage a range of tasks and prioritize responsibilities to meet deadlines.
- Must be able to work independently as well as function effectively as a member of a team.
- Ability to work effectively in a fast-paced situation and to handle stress, as well as to adapt to rapid changes in information, process, direction, or immediate workflow.
- Knowledge of public safety communication center operations, services, and activities.
- Knowledge of federal copyright laws as they pertain to the use of computers.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Knowledge of and ability to apply diversity awareness. Must maintain an active commitment to ensure equality.
- Knowledge of professional standards relating to public safety communications as well as those standards for response agencies that are relevant.
- Ability to read, write, speak and understand the English language at a level adequate to perform the duties of the position.

### **Physical Demands:**

#### **Lifting and Carrying:**

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

**Body Positions:**

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

**Vision and Hearing:**

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

**Mental Requirements:****Information Retention:**

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

**Language Ability:**

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

**Reasoning:**

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

**Work Environment and General Information:**

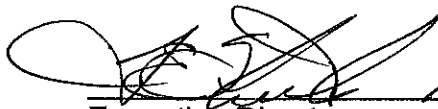
Work in a restricted access area, typical office environment with other staff speaking on phones and radios in communications center. Work involves supervising and supporting staff with heavy volume and demand (emergency and non-emergency), personnel shortages, position confinement and emergency crises. Contact with citizens, employees and emergency responders of other public jurisdictions, members of management across Jeffcom, and members of private industry. Work in conjunction with other communications center supervisors on shifts to resolve unusual or complex work problems using policies and procedures, with management available for consultation.

**ADA Compliance Statement:**

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact Jeffcom Human Resources.

The job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

  
Executive Director      10/20/2023  
Date

  
Human Resources      10/20/2023  
Date

**Employee Acknowledgment**

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

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Employee Signature

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Print Name

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Date