



Example of Scheduling Supervisor Job Description

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Our company is searching for experienced candidates for the position of scheduling supervisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for scheduling supervisor

- Assist with donor base growth and retention
- Determine and monitor calling priorities and assignments for every calling shift to ensure achievement of defined advance appointment goals by location and fixed site to maximize blood drive efficiency
- Responsible for monitoring individual telerecruiters calls, evaluating calls against defined standards of performance, and providing coaching to telerecruiters
- Oversee the implementation of region, division and national recruitment plans and programs assigned staff to ensure achievement of goals
- Supervise, train and develop assigned staff to ensure compliance with Human Resources Policies and Bargaining Unit Contracts, when applicable, including performance evaluations, disciplinary actions and appropriate input into hiring and firing decisions to enhance the success of operations and minimize turnover
- Serve as creative and operational resource to recruitment staff to support efficient, smooth collections operations
- Assist with budget planning and monitoring to assure sufficiency and efficient utilization of financial resources to achieve stated collection goals
- Oversee and track project access patients within the schedule
- Implement internal policies and procedures to ensure efficient operation of the phone center
- Create weekly employee schedules to ensure coverage in the phone center

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- Must have expertise in analyzing program and research data, calculating program & commercial avails, and accurately positioning promotional elements to maximize effectiveness
 - Five plus years of practical work experience
 - Ability to multi-task and handle a variety of tasks as directed
 - Kaizen, Lean and Value Stream Mapping experience and principles a plus
 - Participate in and oversee the termination, reinstatement and uninsured process
 - Oversee and manage quality control process for all schedules