

Job Outline

Position Title:	Scheduling & Fulfillment Supervisor	Department & Cost Center:	Programs & Field Service Operations
Reports to:	Director, Programs & Field Service Operations	Location:	Wappingers Falls, NY
Name		Date	1/31/17

Position Overview

Define position overview. What would you tell someone if asked "What do you do"? – write one or two sentence description or bullet points to describe what the role encompasses. Use easy to understand language and terminology and be as specific as possible.

The Scheduling & Fulfillment Supervisor:

- Lead team of Schedulers and Program Coordinators
- Partner with Business Development and Programs teams to understand Program scheduling and fulfillment customer commitments
- Drive efficient fulfillment of Service Requests and Program service needs
- Balance workload and drive consistency across team
- Applies continuous process improvement methodologies to design and improve Scheduling & Fulfillment processes.
- Tracks and reports Scheduling & Fulfillment operational KPIs
- Identifies business system needs and improvements to drive efficiency and partners with IBS to drive improvement.

Position Holder is Accountable For:

Define accountabilities. Accountability is being answerable for the result. List the key areas, projects, implementations or applications that the individual is solely accountable for or has the primary decision-making authority. The purpose for defining these accountabilities is to clarify what the employee is accountable for and to agree exactly on the scope of authority. Accountabilities may not be applicable for all roles.

- **Scheduling & Fulfillment of all Services (traditional and program)**
 - Understand the financial implications (costs and revenue) of different services
- **Operational Excellence in Scheduling & Fulfillment**
 - Development of operational processes needed to ensure speed and quality in scheduling and fulfillment (process-mapping)
 - Design of roles and responsibilities (RACI)
 - Understand business system implications (Data/system mapping)
- **Scheduling & Fulfillment Improvement and Sustainment**
 - Develop and implement departmental metrics/KPIs and periodic reports for leadership teams
 - Assessing and reporting the activity and impact metrics associated with Scheduling & Fulfillment KPIs
 - Development of localized program operational improvements
 - Lead process improvement projects
 - Process measurement and continuous improvement.

Responsibilities:

Describe primary responsibilities. The Responsibilities describe the most important and frequent actions that are taken by the employee in support of their role. These activities should represent approximately 80% of the time spent on the job. The intention is to provide a concise overview of the job, not to provide "how to" or "step-by-step" details.

- **Leadership**
 - Partner with leaders in Sales, Service and Business Development as well as Finance to understand the business and financial priorities to inform Scheduling and Fulfillment operations.
- **Develop Relationships**
 - Developing/maintaining strategic relationships with key stakeholders within the business.
 - Team Leadership
- **Drive Operational Excellence in all Scheduling & Fulfillment Activities**
- **Collaboration**
 - Leading cross-functional teams as necessary to optimize scheduling and fulfillment processes in order to exceed customer expectations.
 - Frequent interaction with the sale teams and field service teams to understand the needs of customers
- **Financial Acumen**
 - Understand profit margin calculations
 - Understand revenue recognition accounting principles
 - Identify and pursue cost savings opportunities

Requirements:

- Bachelor's Degree, or minimum of 10 years of relevant experience
- Lean Six Sigma Training a plus
- Strong project management skills
 - Experience in Healthcare/education market a plus
 - Experience with Service Programs a plus
- Ability to work well with cross-functional team members and foster relationships
- Strong written and verbal communications skills
- Keen understanding of business systems and new technologies
- Ability to manage multiple and sometimes conflicting demands and priorities
- Inspirational and engaging team leader