Position: Scheduling Clerk & Tech
FLSA Status: Nonexempt
Reports to: Customer Service Manager

Job Summary:
The Scheduling Clerk creates and maintains the work orders in an efficient manner to maximize uptime during shift. This position works to ensure schedules, deadlines, and quotas are met by overseeing the flow of materials, components, and paperwork within the Service department. Taking necessary action to solve problems and fulfill rush orders. This position communicates both internally and externally to provide status updates and answer questions.

Supervisory Responsibilities:
- None

Duties/Responsibilities:
- Demonstrate behaviors consistent with our Core Values of Adapt and Evolve, No Free Ride, and Actions Speak Louder Than Words.
- Reviews orders to fully understand deadlines and production quotas.
- Reviews help desk tickets and assigns and follows through to make sure communication is occurring in a timely manner to keep orders flowing throughout the process.
- Communicates with management to ensure that orders and tickets are handled efficiently.
- Maintains or assists with maintenance of related inventory.
- Submits supply requests for the department.
- Quality Control - Ensures quality standards are maintained to company standards.
- Ensures compliance with applicable federal, state, and internal safety regulations and policies.
- Performs other duties as assigned.

Required Skills/Abilities:
- At least 2 years experience related to quality control and scheduling.
- **Good communication, organizational, and time management skills**.
- Dependable and Reliable.

Education and Experience:
- High School diploma or equivalent preferred

Physical Requirements:
- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

The above statements are intended to describe the general nature and level of work performed by an employee in this position. These statements are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees in this position.