

## Executive Scheduler Job Description

Job Title: Executive Scheduler  
Department: Scheduling  
Hours / Week: 20-30  
Wage: Starting at \$15 per hour  
Reports to: Account Manager

### SUMMARY

We are looking for Executive Schedulers that are genuinely friendly and excited to help our clients succeed. They need to be professional, persistent, and passionate about proactive communication on the telephone and email. They are results-driven, eager to learn, and open to feedback to improve their skills. They are confident at troubleshooting and investigate when they need more information to be successful. They are a team player, respectful to management, and keep client success at the core of every decision and behavior.

### RESPONSIBILITIES

- Manage large amounts of inbound/outbound calls, voicemail and emails in a timely manner
- Demonstrate a proactive, lead approach to scheduling resulting in quantity and quality meetings
- Follow ESA communication protocols
- Demonstrate an attention to detail regarding the scheduling work for each client, particularly in the areas of communication with client, data entry and note documentation in CRM software, Client Calendar System, and drive time between meetings
- Meet qualitative and quantitative success targets
- Communicate with client to understand requirements to achieve satisfaction
- Establish a positive and productive relationship with client and a growing knowledge of their industry, territory and scheduling preferences

### KEY PERFORMANCE INDICATORS (KPIs)

Accountable to:

1. Generate 20-30 outbound scheduling calls/tasks per hour
2. Schedule a minimum of 1-3 meetings each hour worked based on client targets
3. Maintain client calendar with 4-5 meetings per day, 2-3 weeks out
4. Establish a drive-time of 30 minutes or less between meetings when possible

## **KNOWLEDGE AND SKILL REQUIREMENTS**

- Basic reading, writing, and arithmetic skills required (Normally acquired through a high school diploma or equivalent)
- Knowledge of office processes, procedures, and technology
- Strong knowledge of Microsoft Office Software Environment (Word, Excel, Outlook, etc.)
- Working knowledge of CRM software
- Mapping skills and working knowledge of US geography
- Strong interpersonal and communication skills
- Ability to maintain strict confidentiality regarding client data and proprietary information
- Self-motivated, detail oriented, strong organizational skills
- Type 35 wpm minimum
- Ability to multitask
- Winning attitude, team player, and teachable
- Creative

## **WORKING CONDITIONS AND SYSTEM REQUIREMENTS**

Working conditions are normal for an office environment.

You will need:

- A working computer with an operating system that is living and supported by Microsoft or Apple
- Anti-virus software that is running and up to date
- A high-speed internet connection with a minimum 3 megabyte down-speed and a 1 megabyte up-speed
- A router
- A noise free and ergonomically compliant home office environment
- Dual monitors and web camera (After 90 days)