



PERSONNEL SAFETY ENTERPRISES

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Fire Division Scheduler/Administrative Support

We are currently seeking a highly-detailed and organized individual for a job scheduling position at Personnel Safety Enterprises. This individual would be working both in an administrative support and scheduling role for our Fire Protection Division. The job entails a variety of duties in the coordination and dispatching service for our fire protection/life safety customers. This position will start out on a part-time basis with the potential to develop into a full-time position.

Job Responsibilities:

- Manage fire division service incoming calls in a friendly, professional and knowledgeable manner.
- Create and maintain technician schedules with an emphasis on meeting customer needs, efficiency and daily sales goals.
- Understand service areas and customer needs to ensure scheduling efficiency, time management and time utilization.
- Add, cancel or make changes to appointments based on customer or technician requests.
- Resolve appointment conflicts for fire division personnel and customers.
- Speak with customers over the phone in order to schedule, remind and follow-up on appointments.
- Generate reports from company software in order to obtain service dates to input into technician's schedule.
- Utilize Microsoft Excel, company software program and Microsoft Outlook calendar to communicate schedule to Fire Division management and technicians.
- Produce and process schedules and reports as they are requested by management, administrative staff or customers.
- Review of technician invoices to ensure accurateness and coordination with weekly/monthly schedule.
- Manage monthly post-card system to remind customers of upcoming service dates.
- Create and manage marketing fliers sent to customer database advertising fire protection services.
- Work closely with fire division team to generate quotes, invoices and customer correspondence.

Preferred Job Qualifications:

- Minimum high school diploma, GED or equivalent
- Excellent customer service skills
- Excellent communication skills in both customer service and team member interaction
- Experience working as a company team member
- Ability to handle and prioritize multiple tasks
- Ability to work well under pressure and in a high-stress environment
- Computer competency for data entry and the product of reports and schedules
- Experience with Microsoft Office and QuickBooks (preferred)

Please send resumes to jobs@personnelsafety.com or drop off a resume at: 3716 N. Eagle Mountain Dr., Flagstaff, AZ 86004.