



Provincial Job Description

TITLE:
(470) Staff Scheduling Coordinator

PAY BAND:
13

FOR FACILITY USE:

SUMMARY OF DUTIES:

Responsible for the establishment, coordination and maintenance of Scheduling Services.

QUALIFICATIONS:

- ◆ Office Administration certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Organizational skills
- ◆ Analytical skills
- ◆ Intermediate computer skills
- ◆ Interpersonal skills
- ◆ Communication skills
- ◆ Leadership skills
- ◆ Problem solving skills
- ◆ Ability to work independently

EXPERIENCE:

- ◆ **Previous:** Twenty-four (24) months previous experience working as a Staff Scheduler with a computerized scheduling system and knowledge of collective bargaining agreements to consolidate knowledge and skills.

KEY ACTIVITIES:

A. Administration

- ◆ **Coordinates/prioritizes work flow and workload of Scheduling Services.**
- ◆ **Assigns and checks work of Staff Schedulers and provides feedback.**
- ◆ **Provides department orientation and identifies training needs.**
- ◆ **Assists managers in the development of replacement guidelines.**
- ◆ **Assists in developing communications strategies within the department and inter-departmentally.**
- ◆ **Provides input into staff performance appraisals.**
- ◆ **Identifies/develops/conducts staff development programs.**
- ◆ **Provides leadership and technical instruction on scheduling and processing issues to schedulers and other staff (e.g., employees, managers, Human Resources, Payroll).**
- ◆ **Retrieves, analyses and presents scheduling data for the purposes of education, research, quality improvement, program planning and statistical reporting.**
- ◆ **Performs data analysis and audits on information for accuracy (e.g., payroll queries, leave of absence (LOA) database, staff replacement lists).**
- ◆ **Plans, develops and implements scheduling strategies and solutions including process reviews to assess and address scheduling services through discussions with internal and external parties.**
- ◆ **Assists in establishing and implementing policies, procedures and Quality Improvement initiatives.**
- ◆ **Assists in implementing a computerized scheduling system and Centralized Scheduling processes for departments.**
- ◆ **Develops strategies for working with collective agreements, policies and scheduling protocols for situations that the computerized scheduling system cannot accommodate.**
- ◆ **Researches and responds to complex scheduling issues and inquiries (e.g., staff replacement inquiries, grievances, coding, master rotations, report interpretations).**
- ◆ **Provides master rotation support to units/sites by assessing, adjusting and/or developing master rotations that will optimize the use of Human Resources.**
- ◆ **Responds to written and verbal requests for information in accordance with policies and federal/provincial legislation.**
- ◆ **Updates policy and procedure manuals.**
- ◆ **Assists with strategic planning and implementation of new initiatives.**
- ◆ **Assists with development of vision/goals/objectives of the department.**
- ◆ **Evaluates new technology/equipment and arranges maintenance.**

B. Coordination

- ◆ **Calls and schedules staff for replacement of short-notice absences, leaves of absences (e.g., vacations, extended sick leaves).**
- ◆ **Schedules adjustments using a computerized scheduling system according to scheduling processes, collective agreement language, manager guidelines and the employee’s proforma information.**
- ◆ **Processes data for employee workspace (e.g., new hires, employee status changes).**
- ◆ **Prints, verifies and processes employee daily flow sheets.**
- ◆ **Verifies scheduling changes as a result of changes to collective agreements.**
- ◆ **Applies collective agreement provisions regarding scheduling.**
- ◆ **Reviews, formats and enters manager guidelines into the guideline database.**
- ◆ **Ensures master rotation schedules are developed in accordance with collective agreement requirements and departmental policies/procedures.**
- ◆ **Conducts or facilitates process reviews to assess established procedures or guidelines.**
- ◆ **Provides input into forms standardization (e.g., leave/vacation forms).**
- ◆ **Liaises with facilities/departments/managers/scheduling staff/payroll regarding staffing and scheduling.**
- ◆ **Creates, maintains and organizes employee scheduling data (e.g., proforma information).**
- ◆ **Implements, coordinates and administers Workers’ Compensation Board (WCB)/disability claims and payroll/seniority adjustments in employee schedules.**
- ◆ **Coordinates Return-to-Work programs with Human Resources, scheduling and department managers.**
- ◆ **Answers inquiries related to scheduling about personnel policies and/or collective agreement application.**

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Dated: May 16, 2024