
Position: Planner / Scheduler / Dispatcher

Reports To: Regional Manager

Reporting To This Position: No direct reports

Purpose: Plans resources, schedules, and services in a timely manner to meet the short-term and strategic goals of the project.

Duties and Responsibilities:

- Develop and plan master production schedules and casting calendars taking into consideration available capacity, inventory levels, customer requirements, and the most effective installation order sequence.
- Analyze, plan, and prioritize all installation routes available through MB Link.
- Dispatch production schedules work orders and planned routes to Field and Warehouse Technicians.
- Coordinate appointments with Call Center personnel on a regular basis.
- Review actual production numbers versus forecasted numbers for each route assigned on a quarterly, monthly, weekly and daily basis providing written analysis of actual versus forecast production numbers along with recommendations for potential changes to future planning strategies.
- Compile and prepare documentation related to production sequences, transportation, personnel schedules, and work orders.
- Examine documents, resources, and monitor work processes in order to assess completeness, accuracy, and conformance to standards and expectations.
- Generate district route reports and provide documentation and information to account for delays, difficulties. Use root cause analysis to change and revise production schedules based on this information as required.
- Manage total daily quota of installations and service calls in various areas of a geographic territory.
- Coordinate and participate in regular meetings to ensure the execution of actual production against the project plan.
- Ensure all data is appropriately entered into data systems in a timely and accurate manner.
- Provide assistance to the Operational Support - Technical Analyst or Operational Support- Data Analyst as required.

This description is a guide to the general work to be performed and is not intended to be a complete statement of this position.

Requirements:

- High school diploma or equivalent education.
- A minimum of two years experience in a similar role.
- Prior route planning/logistics/supply chain experience is an asset.
- High level computer expertise, including the use of databases, word processing programs, spreadsheets, and mapping and postal code programs.
- Ability to accurately read, analyze, and interpret maps.
- Strong interpersonal and communication skills with the ability to influence others.
- Proven problem-solving and analytical skills with a strong attention to detail.
- Strong time management and planning skills.
- Ability to work well in a fast-paced, changing environment.
- Successfully pass a criminal background check.
- Fluency in a second language is an asset.