

## Scheduler

### Purpose

To deliver high quality and cost-effective scheduling services in the allocated region, enabling Regal to build and maintain strong customer relationships and attract and retain capable and engaged field team members.

### Reporting to

Scheduling and Planning Manager

### Direct Reports

Not applicable

### Key Stakeholders

Customers and their families

Field Team Members

Scheduling and Planning Manager

People and Culture Team

Care Services Team

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### Primary Responsibilities

- The promotion of great customer service, relationship building through client and field team engagement
- Ensure delivery of care and services by the right person with the right skills in the right place at the right time
- To prepare schedules with attention to the needs of customers and employees, as well as ensuring cost of service targets are met
- To deliver exceptional customer service and to effectively manage challenging conversations when trying to balance the needs of customers, employees and Regal priorities
- Monitor jobs check dashboard in allocated region, ensuring adherence to requirements for correct job creation and management
- Collaborate with Scheduling and Planning Manager to identify upcoming recruitment requirements and, upon recruitment, ensure provision of consistent, good quality rosters to promote high levels of employee engagement

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### Measures of Success

- Engaged and happy clients willing to maintain services with Regal and recommend our services to others
- Outsourcing and overtime costs in allocated region are reduced through provision of the right workforce at the right time to meet Regal's needs
- Engagement surveys show increasing rates of field team member engagement and improved retention and reports demonstrate increased levels of availability and hours per week worked with Regal by field team members in allocated region
- Cost of service reports demonstrate financial targets are met and exceeded in relation to travel time, kilometres travelled per visit and allocation of the lowest cost available resource to service in allocated region
- Customer satisfaction surveys show a trend of improvement in relation to customer experience with Regal in relation to scheduling in allocated region

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### Knowledge & Skills

- Knowledge of scheduling and planning within aged care, health or a related sector will be highly regarded
- Practical organisational skills with attention to detail and very good time management
- Understanding of the principles of delivering good quality customer service

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### Qualifications & Experience

- Past strong performance as a scheduler and planner or relevant other administration and customer service experience demonstrating capacity to perform effectively in this role
- Experience in delivering on organisational goals and targets, especially in relation to efficiency of services delivered

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### Workplace Health & Safety

- Personal adherence to all directives in relation to workplace health and safety
- Following Regal policies and procedures in relation to incident reporting, investigation, action and feedback
- Risk management, through the adoption of safe work practices and the maintenance of mandatory compliances

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### Regal Values

Embrace and instill Regal's Values in every element of your role



The key responsibilities of this role are outlined in this Position Description. Actual tasks or requirements may change from time to time.