



Job Description – CLIP Information Coordinator/Scheduler

Division: Landscape Management **Number of Employees Supervised:** 0
Location: Greystone **Salary Range:** 7-8
Reports to: L/M Division Manager **E-Classification:** E5

Purpose and Description

Position is responsible for managing and maintaining the CLIP software files that produce customer billings, job records and division reports for job costing, marketing reports, sales records, and other information as needed. Schedules service calls for sprinkler repairs and routine maintenance work. Works with other staff to complete multiple administrative functions to ensure needed support is provided to the division. Ensures complete accuracy in all data and processing and record keeping.

Responsibilities/Activities

- Convert written notes from landscape management field staff into computer records.
- Assist L/M Division Manager in administrative duties.
- Coordinate CLIPS interface with FACTS system.
- Accumulate data for use in marketing and accounting procedures.
- Prepare reports based on CLIP data.
- Assist with division clerical and computer duties.
- Schedules service work on irrigations systems for both internal and external customers, in a manner to provide greatest efficiency while maintaining customer satisfaction. Generates and distributes required reports and information to Production Supervisor.
- Handles all incoming calls related to scheduling of irrigation service according to established guidelines.
- Notifies Production Supervisor or Division Manager of any potential problem situations and work to find resolution.
- Maintain keen awareness and provides candid feedback on customer relationship and the customer's perceptions of the product and service being provided, to maximize customer retention.
- Provide back up answering telephones and directing calls
- Other duties as assigned.

Key Performance Metrics

1. Meet established target dates for all ongoing responsibilities and assigned tasks.
2. Accuracy in all communication and records.
3. Accuracy of data, reports and other work product.

Pivotal Duties

1. To provide accurate and timely reports to support operational and sales functions.
2. To maintain accurate and current information in CLIP.
3. To coordinate and help manage all incoming and outgoing telephone and other communication.
4. To provide excellent customer service and offer a high degree of professional business decorum in all dealings with the Company's customers and with all operations and sales personnel
5. To coordinate and manage a variety of administrative activities with accurately, efficiently meeting all deadlines.
6. To maintain current and accurate files, vendors, customers etc. for easy retrieval at any time.

Success Behaviors

1. Strict attention to detail and ability to work accurately
2. Ability to monitor multiple items and follow-up as needed.
3. Excellent organizational skills
4. Excellent communication skills, verbal and written
5. Results and action oriented
6. Profit driven – seeks ways to cut costs and improve efficiency
7. Effective problem solving skills, ability to handle adversity
8. Performs and demands excellent quality in work
9. Service and teamwork oriented
10. Customer centered and focused
11. Focus on learning and self development
12. Technically competent and skilled

Minimum Qualifications & Educational Requirements

1. High School diploma or equivalent.
2. A minimum of 2 years relevant business experience.
3. Keyboard and data entry skills.
4. Strong knowledge of basic business accounting procedures.
5. Strong knowledge of computer applications (Microsoft Office Suite, desired).

Extraordinary Work Conditions

1. Must maintain regular and reliable attendance at a level acceptable to the company, including the ability to work overtime, holidays, evenings or weekends as necessary.
2. Position requires extended work hours and flexibility in scheduling; including evening or weekend hours as needed.

Equipment/Machinery Used:

1. Computers and peripherals
2. Multi-line telephone system
3. All office equipment, copy machine, fax machine etc.