Job Title:	Scheduling Executive	Job Category:	Agent
Department/Group:	MLM	Job Code/ Req#:	SE
Location:	Karachi	Travel Required:	No
Primary Reporting	Team Manager	Secondary	VP Operations

Job Description

ROLE AND RESPONSIBILITIES

This role is responsible for managing orders pending records from locations. Basic responsibilities include coordination with facilities to obtain records, certificate of no record or proof of service showing records have been mailed. Secondary responsibilities include proper file servicing using guidelines and SOP's published on training site and ensuring target achievement.

Specifics

1. A scheduler must touch 60 locations a day prioritizing orders from call back, unattended locations and orders oldest to newest.
2. Verify right party contact to obtain records.
3. Review locations submitting Certificate of No Records to ensure their records are not available in other locations.
4. A scheduler must maintain detailed comments and/or activity in client system.
5. Submit log activity report using Google Forms.

Time Calculation

Total Number of Hours a Day: 8 Hours
Total Number of Minutes a Day: 480 Minutes
Total Number of Files To Work per Day: 60 locations
Number of Minutes Spent per File: 8 Minutes (Average)

Targets

1. Work on Minimum 60 locations daily.
2. Obtain orders, certificate of no records, and proof of service on 10 files daily.

Incentive

KPI Incentives: A scheduler is entitled for PKR 2,500 weekly incentive if KPI specifics are met.

- Touch 60 locations a day.
- Close 10 locations a day.

Reviewed By:	Ali Akbar	Date:	November 24, 2020
Approved By:	Ali Akbar	Date:	November 24, 2020

Name: Christopher Jacob
CNIC: 42301-2286475-3
Date: 30th Nov 2020
Signature: _____