

## **SCHEDULING COORDINATOR (MOBILE SERVICES)**

We are currently looking for an experienced scheduling coordinator for our busy mobile fingerprinting service in Phoenix, Arizona. Be a pivotal member of our team's growth and success! Background in fingerprinting is not required.

**Job Title:** SCHEDULING COORDINATOR **Salary:** \$41,600/year

**Position Summary:** To assist in the implementation and execution of the company's customer service, sales goals, office-specific and company-wide administrative functions.

### **Main Job Duties and Responsibilities**

- Schedule mobile fingerprinting service based on availability, job type, and technicians
- Create quotes, confirm process, price, and location
- Provide information about company services
- Troubleshoot and resolve service issues and concerns
- Document and update customer records based on interactions
- Develop and maintain a knowledge base of the evolving services
- Assign and monitor service responsibilities and tasks among office staff
- Allocate available resources to enable successful task performance
- Oversee adherence to office policies and procedures
- Monitor, review and improve upon internal processes
- Coordinate schedules, appointments, and bookings
- Utilize software to manage vehicles, customer appointments, technician assignments
- Maintain a safe and secure working environment
- Fingerprint customers, notarize documents as needed

Employees who come to work with us have a wide variety of experience. Team members have honed their skills with success in prior roles including public service, sales, retail, restaurants, and customer service jobs. We all pride ourselves on the quality of our work, but we do have some minimum requirements in common:

- Ability to climb, push, pull, bend, stoop, and kneel for extended periods of time, with or without reasonable accommodation
- Ability to lift 40 lbs. with or without reasonable accommodation (examples: a microwave; a cinder block)

### **Required Qualifications: Education & Experience**

- Minimum of 3 years scheduling experience with mobile fleet and service technicians
- Business degree or equivalent of the following:
- Seven to ten years customer service experience
- Seven to ten years office experience
- Valid driver's license and insurable driving record
- Successfully pass background check
- Notary Public (preferred) or the ability to become a Notary
- Strong Communication Skills



- Advanced Computer Skills
- Strong Customer Service Skills
- Strong Leadership Skills

**Job Type:** Full-time

**Benefits** After 90 days

- Health insurance
- Two weeks paid time off
- Six paid holidays
- SIMPLE IRA Match

**Schedule:**

- Monday – Friday, 8 to 5 or 9 to 6

**About Arizona Livescan:**

The Arizona Livescan Fingerprinting Network™, established in 2011, provides livescan and ink fingerprinting in over 50 locations. Other services include notary and ID photos. In addition to our walk-in fingerprinting location, we offer mobile fingerprinting in Phoenix and throughout the state of Arizona. *Arizona Livescan is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

If interested, please send your resume and cover letter via email to [info@arizonalivescan](mailto:info@arizonalivescan).

Corporate Offices:

Arizona Livescan

2432 W. Peoria Ave, Ste. 1009

Phoenix, AZ 85029

[www.ArizonaLivescan.com](http://www.ArizonaLivescan.com)