



Scheduling Coordinator

Are *YOU* ready to make a real difference in our community? The **Scheduling Coordinator** is responsible for developing, maintaining, and managing staffing schedules for a 24-hour, 7-day-a-week 988 Crisis Center serving individuals experiencing mental health, substance use, and suicidal crises. This position ensures appropriate staffing coverage across all shifts while balancing service demands, contractual requirements, employee availability, and operational needs,

A Better Way provides shelter and services for victims of domestic violence and sexual assault, a Rape Crisis Center, advocacy, individual trauma-informed counseling, support groups, transitional housing, rapid rehousing, a 24-hour crisis line for persons in any crisis, education and referrals, a suicide hotline, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

This position is full-time and is located in Muncie, Indiana

Essential duties and responsibilities include the following. Other duties may be assigned. *Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.*

- Scheduling and Workforce Management
- Develop, publish, and maintain staffing schedules for Crisis Specialists a 24/7 operation.
- Monitor staffing levels to ensure adequate coverage while meeting contractual, operational, and service level requirements.
- Coordinate shift assignments, schedule changes, shift swaps, overtime, and coverage requests.
- Process employee availability, time-off requests, training schedules, and other scheduling adjustments.
- Maintain accurate scheduling records and ensure schedules are communicated in a timely manner.
- Identify potential staffing shortages and proactively implement solutions to maintain coverage.
- Coordinate emergency staffing coverage during call-offs, vacancies, high call volume periods, weather events, or other unforeseen circumstances.
- Work collaboratively with supervisors to address staffing needs and scheduling concerns.
- Monitor schedule adherence and provide reports to leadership regarding staffing utilization and workforce efficiency.
- Maintain workforce management databases and scheduling systems.
- Collaborate with Human Resources regarding new hire onboarding schedules, employee status changes, and staffing transitions.
- Perform other duties as assigned

Work environment Able to stand and/or walk up to 25% of the time. Able to sit up to 75% of the time. Able to view a computer monitor for 6-8 hours per day. Must be able to lift up to 15 lbs.

Education and/or Experience

- High school diploma or equivalent is required. Associate degree in Business Administration, Human Services, Workforce Management, or a related field preferred.
- Minimum of one to three years of scheduling, workforce management, operations coordination, call center support, or related experience required.

Skills and Competencies

- Strong analytical and problem-solving skills.
- Excellent organizational skills and attention to detail.
- Proficiency with scheduling software, workforce management systems, Microsoft Excel, and related technology.
- Ability to prioritize multiple tasks and adapt to changing operational needs.
- Excellent written and verbal communication skills.
- Ability to work independently while collaborating effectively with multiple departments.
- Ability to maintain confidentiality and exercise sound judgment.
- Strong customer service and interpersonal skills.

The minimum salary for this position is \$55,000.00 annually.

Candidates should submit the applications to our website <https://abetterwaymuncie.org> OR Email resume to contact@abwservices.org. Please include "Scheduling Coordinator" in the subject line.