



Peel Senior Link, a non-profit charitable organization established in 1991, provides personal care & home-making services. Peel Senior Link maximizes independent living--helping seniors live with dignity, stability and safety. Peel Senior Link is funded by the Ministry of Health and Long-Term Care through the MH LHIN and CW LHIN, grants and personal and corporate donations.

Peel Senior Link is currently looking to hire a **full-time Scheduling Officer**. Evening and weekend work is required.

Start Date: ASAP

Reports to: Manager, Business Units

Location: Mississauga, City Centre (Burnhamthorpe Rd. West/Hurontario)

The Scheduling Officer position is a member of the operations team that serves to understand core staffing requirements in order to build and maintain schedules. Reviews and inputs shifts and manages vacation and all other leave request in the Client Information Management System (CIMS-scheduling software).

Key Accountabilities of This Position Include:

- Implements and maintains schedules for front line staff across the agency and sites.
- Replaces all scheduled shifts vacated by employees in a consistent, fair, and timely manner as outlined in the Collective Agreement and in line with the operational needs of the Agency.
- Records and inputs data entry in a timely manner to ensure accurate schedule generation and distribution to related departments.
- Accurately enters and updates client information and program schedules into scheduling software.
- With guidance from Human Resources answers any concerns arising from employees relating to scheduled shifts, applicable Collective Agreement and policies, and general scheduling inquiries.
- Accurately updates schedules to reflect employees' actual time worked.
- Provides excellent customer service and thorough communication to all departments and co-workers both verbally and in writing.
- Identifies and communicates opportunities to improve operational efficiency.
- Works collaboratively with the Operations Team to schedule resources to build and sustain our ability to meet current, emerging and future clients' needs.
- Participates in and supports projects as needed and other duties as assigned.

Required Qualifications:

- Diploma in Business Administration
- 2+ years of scheduling experience, preferably in a healthcare environment

- Experience working in a unionized environment an asset.
- Ability to organize workloads and set priorities must be able to maintain and create a positive winning attitude.
- Demonstrated excellent time management skills.

Skills and Attributes:

- Adept in the use of MS Office applications (Word, Excel, Outlook, PowerPoint, etc.)
- Flexible, adaptable and responsive to change.
- Excellent analytical and interpretation skills with good facilitation and presentation skills
- Pro-active approach to customer service and relationship building with all levels of employees.
- Strong problem solving and conflict resolution skills.

To apply for this position please send your resume and a cover letter to:

Victoria Baby
Manager, Business Units
Peel Senior Link
victoria@peelseniorlink.com

We appreciate all applications; however, only those candidates selected for an interview will be contacted.

Peel Senior Link is an Equal Opportunity Employer

Peel Senior Link is committed to providing an inclusive and barrier free recruitment process to applicants with accessibility needs in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation during this process, please contact Human Resources at 905-712-4413.