

Appointment Scheduler Job Description

- Conducting clients pre-certification to ensure coverage for appointments and professional services
- Communicating with clients or customers regarding appointments and instructions for various procedures
- Running daily reports effectively and efficiently to confirm that all clients are accurately scheduled
- Using multiple programs such as IDX, CROWN, EXPERIAN, MS WORD, and EXCEL for the documentation of sensitive information
- Answering phone calls and scheduling client or customer appointments
- Helping to develop the scheduling strategies for the industry or organization
- Maintaining and updating the scheduling system and associated intranet application
- Ensuring that additional hours and days worked are recorded correctly on the scheduling system and have been sanctioned at the appropriate level
- Producing timesheets as necessary at the end of each accounting period
- Ensuring that clients or customers' information are safe and secured
- Assisting the management, industry, or organization with the proactive control and scheduling of annual leave
- Exercising or carrying out a variety of admin duties and responsibilities as required
- Ensuring the integrity and accuracy of all information held on the scheduling system and related intranet applications.