



Scheduler/Dispatcher (remote)

POSITION SUMMARY

McKenna is seeking an experienced scheduler to join our team of dedicated planning, design and building professionals who are in the business of making hometowns home. For over forty years, we have partnered with municipal leaders throughout southeastern Michigan to develop and maintain communities for real life.

RESPONSIBILITIES

- Receive, log, and confirm inspection requests via phone, email, or online systems
- Dispatch inspectors to client locations based on priority, workload, location, expertise, and availability, optimizing routing to minimize travel and to maximize productivity
- Continuously monitor progress, making real-time adjustments as needed
- Build and maintain strong working relationships with inspectors to ensure smooth communication and work coverage
- Address schedule changes, cancellations and urgent requests, Process after-hour schedule changes and requests
- Update and maintain accurate inspection database
- Forecast workload and assign inspectors accordingly, balancing assignments to ensure equitable distribution
- Generate reports to monitor key metrics in order to increase efficiencies
- Communicate with clients via phone or email in a professional and courteous manner
- Perform general administrative and data entry tasks to support the building department as needed

QUALIFICATIONS

- Minimum of 2 years of experience in scheduling, dispatching, Experience in municipal services or construction is preferred
- Familiarity with BS&A software is a plus
- High school diploma or equivalent required
- Proficiency with scheduling software, permitting systems and Microsoft Office Suite
- Ability to work independently and prioritize tasks
- Strong organizational and time management skills
- Knowledge of building inspection processes, codes or municipal operations is preferred
- Ability to work in a fast-paced environment

BENEFITS

McKenna offers the following benefits: Health, dental and vision insurance, life insurance, short and long-term disability, 401(k), PTO, flexible spending accounts, health savings accounts, employee assistance plan.



HOW TO APPLY

To apply for this position, send your resume with general salary expectations to the attention of Human Resources at HR@mcka.com.

McKenna is an Equal Opportunity Employer and celebrates diversity, equity and inclusion and strives to create a dignified work environment where team members can thrive. Candidates with non-traditional backgrounds and transferable experience are encouraged to apply.