Managing Employee Scheduling – Innovative Systems Available

We know from years of experience the road used to deliver exceptional customer service can be riddled with potholes and bumps. Our best efforts in day-to-day management are sometimes no match for unanticipated events. No matter what office or service delivery unit in question, customer expectations have a cumulative effect – both positive and negative. A scheduling mix-up in an academic office could be overwhelming on the day when candidates are on campus interviewing for a critical faculty position. An influenza outbreak hits the staff the night before a major campus conference in the Student Center. What tools and processes do you have in place on your campus to quickly deal with these potential potholes?

Without a doubt, it is challenging to deliver exceptional customer service on a consistent basis. The cumulative effect of missing the mark in customer service delivery will have a negative impact; likewise, using innovative processes in office management can result in significant goodwill when outstanding service is achieved. Using an employee scheduling system would be a great place to start.

Consider the benefits of using this system for your **Campus Emergency Response Teams**

Employee scheduling software is an online tool that will allow your organization to build calendar-based schedules and automate timekeeping systems replacing manual paper schedules and outdated spreadsheets. Most of these systems use mobile apps that provide managers and employees access to schedules/time tracking tools on the go.

Consider the benefits of using this system for your **Campus Emergency Response Teams**. A pre-planned staffing group could be set up in an employee scheduling program – waiting for the moment it is needed. The automated messages, schedules, and detailed assignments could be in place and ready to go.

You have hired a talented staff and they are well-trained – now you need an effective way to manage the schedule. It doesn't matter if you have an office staff of three or a service desk of 80, a robust, App-based scheduling system is an essential tool. I'll admit, many of us survived using posted weekly schedules in the office to notify our employees of the upcoming shifts. It was during those same years we provided typewriters for the staff – times have changed.

The app-based software is a robust way of creating and communicating the current staff schedules. Since many of the systems are completely cloud-based, employees can access their timesheets and leave requests from home or while traveling, as well as in the office. **Employees, especially our millennials, appreciate having an effective process to cope with an ever-changing schedule**. Managers have enough work to take care of on a daily basis and appreciate the benefits of an effective scheduling tool. I have reviewed a few well-designed scheduling systems that provide a cloud-based process for creating robust schedules. These systems can be fully integrated into payroll systems, saving time and effort in redundant login processes. Employees can offer up and accept work shifts online, or an easy to use phone app. Managers retain critical oversight and control through these systems. Managers can also quickly communicate staffing issues that come up unexpectedly.

This technology is available at a relatively low cost and can be easily recouped through enhanced scheduling efficiencies. The initial systems are flexible and do not require a long-term commitment. A few campus units could start using the system as a trial for the rest of the departments to review. It is a system that you may be pleased you installed. My evaluation of some employee scheduling systems is available for your use. If you have any questions regarding these systems, please contact me at: speak@eduinnovative.com. I am also available to assist you in the process of implementing this system on your campus.

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