



Job Vacancy: Scheduling Coordinator

Location: Cozy NZ, Shannon

Reports To: Managing Director

Do you thrive on organisation, have a sharp eye for detail, and love delivering great customer service? We're looking for a **scheduling coordinator/telemarketer** to keep things running smoothly booking appointments, managing customer records, and working closely with our consultants in the aluminium windows and doors sector. If you're reliable, proactive, and great at juggling schedules, we'd love to hear from you.

About us: Cozy NZ is a family owned business based in Shannon, we do Retrofit double glazing for residential home owners including Full Replacements and Inserts- Servicing the lower north island.

About you: The successful applicant will be

- Super organised and sharp on the details—you don't let things slip through the cracks.
- Confident communicator who can handle calls, emails, and schedules without breaking a sweat.
- Quick thinker who can adjust appointments on the fly and keep things running smoothly.
- team player—work closely with consultants, keep them in the loop, and help everything stay on track.
- Customer-focused—you know how to keep things professional, friendly, and efficient.
- Tech-savvy and comfortable using crm software (we use [monday.com](https://www.monday.com)).

To nail this role, you'll need to be just as comfortable working independently as you are coordinating with a team. You should be able to juggle multiple tasks, problem-solve on the go, and keep things organised without needing constant direction. if you can think ahead, keep operations running smoothly, and bring a positive attitude—this is for you.

Key Responsibilities:

Appointment Scheduling:

- Coordinate and schedule appointments between consultants and homeowners to ensure optimal use of time and resources.
- Efficiently manage the schedule, adjusting for any changes or cancellations.

Database Management:

- Maintain an accurate and up-to-date customer database, ensuring contact information and appointment history are easily accessible and confidential.

Consultant Coordination:

- Collaborate closely with sales consultants to inform them of scheduled appointments and specific customer requirements.

Reporting and Data Tracking:

- Track scheduled appointments, cancellations, and consultant availability, ensuring smooth operations.
- Maintain records of customer interactions in the CRM system for accurate reporting.
- Research innovative methods for generating leads beyond Facebook and home shows.

Skills & Qualifications:

- Strong organizational skills and attention to detail.
- Excellent communication skills, both written and verbal.
- Ability to handle multiple tasks efficiently and work under pressure.
- Experience in customer service or administrative roles is a must.
- Proficient in using CRM software, we use Monday.com

What We Offer:

Competitive salary based on experience.

A dynamic and supportive work environment.

A solid, tight-knit team—no egos, no bs

Good banter, hard work, and a boss who backs you

Start straight away—no stuffing around

How to Apply: Please submit your resume and cover letter to kat@cozy.nz.

We look forward to hearing from you!