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# Example of Capacity Planning Analyst Job Description

Our innovative and growing company is looking for a capacity planning analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for capacity planning analyst

* Interface with call center leaders to understand the fast changing business needs and make updates where necessary
* Stay current on internal policies and procedures
* Update workforce management and other data bases as changes occur
* Developing and maintaining product and network-wide call volume and staff planning models driver metrics (availability, call handle time, hiring, attrition, overtime) as throughput into the overall short-term and long-term capacity and staff planning
* Communicate analysis and interpretation to appropriate audience in a concise and professional manner
* Produce, publish and distribute scheduled and ad-hoc analysis, operational plans, and other deliverables
* Internal may be able to have option of telecommute for this role based on experience
* Support long term staffing models that translates the predicted customer demand to staffing capacity
* Report forecast versus actual capacity and assist the various departments with balancing their customer demands with resources deployment
* Develop relationships with Care Center’s management to ensure the incorporation of all anticipated business changes

## Qualifications for capacity planning analyst

* Ability to work independently and often autonomously in the management of project data, teams and operational disciplines and develops strategic thinking/planning in the execution of work plans
* Experienced with spreadsheet and presentation tools
* Two or more years in logistics or supply chain related capacity
* Exceptional analytical planning and organizational skills with a proven track record of managing strict deadlines
* Experience in managing multiple tasks and deadlines with sound project management skills
* Knowledge of JDA Transport software (MTM), IMS, PAL, AOM, JDA F&R, PPA, and other OPC Applications is an asset