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# Example of Manager Capacity Planning Job Description

Our company is growing rapidly and is looking to fill the role of manager capacity planning. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for manager capacity planning

* Lead design working sessions with senior stakeholders and supports data analysis and presents design approach, options and decisions to key stakeholders and senior leaders informed by common design principles and balanced by change management considerations
* Accountable for the design/development and implementation of Enhanced Performance Management programs across multiple roles and centers in CB Operations
* Assist with sustaining common workforce management tasks (reporting, identifying trends, preparing presentations, training specific to workforce management tools and capabilities, capacity planning, ) to areas within CB Operations
* Work in a strategic consultative capacity providing coaching, advice and counsel to business stakeholders/partners balancing business need/solutions with influencing an integrated approach to program implementation
* Work both independently and in smaller teams to operationalize various components of CB performance measures, assessing impacts, recommending options, and executing on outcomes
* Central knowledge point for simplifying / automating processes that support the current performance management and capacity planning frameworks (EPM & CPO) the CB Ops reporting Dashboard, including identifying best practices across partners and leveraging learnings to create simpler tools and operating models
* Develop expert understanding of existing tools / systems currently relied upon by the PMCP team (e.g., Tableau, Aspect, AC2, IPCC)
* Provide fact-based, value-added ad-hoc analytics (leading and lagging indicators), with an integrated view of several enablers
* Provide performance management and capacity planning transparency to PMCP supported business areas to measure performance and guide partners in areas of opportunity to realize their strategies (Service Level vs Cost Savings, hybridization)
* Review ad-hoc requests from the business users for reports or analysis and service the request on a timely basis

## Qualifications for manager capacity planning

* Review current operations and processes within the team and determine potential gaps and cost saving strategies along with streamlining efficiencies
* Plan for the core bandwidth for the IP / MPLS Network by having close monitoring of Fill Factor and Customer Sales Funnel
* Plan for the equipment required for augmenting the capacities
* Conduct Single Point of Failure audit exercise for IP/GVPN Network
* Maintains Backbone SLA according to Service SLA and control the exceptions with NOC support
* Regular Review of KPI and Network events to improve stability and better customer experience