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# Example of Manager, Workforce Management Job Description

Our innovative and growing company is looking to fill the role of manager, workforce management. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for manager, workforce management

* Manage capacity planning and agent scheduling processes across the enterprise including Card business (CSE, Collection, New Accounts and CPS) Consumer Banking business areas (Deposit, DPL and DSL)
* Acts as subject matter expert related to the workforce planning and scheduling methodologies
* Identify workload optimization opportunities across various functional areas to improve operation efficiency and business performance
* Analyze company and industry information and news to identify workforce trends and challenges
* Align and leverage organizational systems and stakeholders in order to accomplish major initiatives
* Create innovative programs, events, and campaigns to generate awareness, build candidate pipeline and drive recruiting efforts resulting in candidate conversion
* Provide information and/or make presentations on workforce development issues, programs, services and plans to company and property leadership and external clients, including local commissions, civic groups, businesses, individuals and the general public
* Manage, supervise, and lead the Workforce Analyst team responsible for forecasting demand, headcount, scheduling, skilling, and performance management
* Responsible for hiring, ongoing training, coaching and development, and performance management with the Workforce Management Analyst team
* Provides oversight for multiple simultaneous international workforce related projects and ensures the team uses efficient processes with steps to ensure an accurate output

## Qualifications for manager, workforce management

* Ensure compliance with all company best practices and federal and state legal requirements
* Maintain a solid understanding of the competitive landscape for technology talent in NYC, Atlanta, Burbank and Seattle
* Build knowledge of the divisions’ technology needs and help the contingent labor providers proactively build a pipeline of qualified candidates
* Understand new technologies used by the divisions and help develop strategies for identifying candidates with those skill sets
* Build technical and functional credibility with demand managers
* Work with other cross functional groups to ensure compliance with processes and help resolve issues with billing, onboarding, offboarding