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# Example of Manager, Workforce Management Job Description

Our company is searching for experienced candidates for the position of manager, workforce management. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for manager, workforce management

* Lead performance reviews and improvement action planning across programs
* Deliver optimal scheduling for our internal chat center and clients while preserving employee value
* Build in depth, dynamic pricing models for new business acquisitions
* Create and execute recovery plans for under-performing programs
* Help sales account executives from time to time in scoping the estimated agent size of their deals
* Help to support the Customer Support organization with live chat staffing questions
* Work with the R&D team on WFM-related initiatives
* Provide leadership and direction to frontline managers who support teams of unionized Workforce Management Associates
* Provide leadership and direction to frontline managers who support teams of unionized CEP-Clerical Quality Audit Associates
* Oversee and ensure usage and maintenance of call models for assigned environments and deliver the highest level of call forecast accuracy

## Qualifications for manager, workforce management

* Ability to work in a fast paced environment and fulfill positions quickly is essential
* Must have basic understanding of US Labor and Immigration law
* Experience with Genesys WFM (preferred)
* At least 2 years' experience leading a Workforce Management team
* At least 5 years' Forecasting experience
* At least 2 years' experience converting call volume & workload forecasts into number of agents required