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# Example of Workflow Analyst Job Description

Our company is searching for experienced candidates for the position of workflow 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 workflow analyst

* Manage intraday service level acceptable goals by Aspect eWFM
* Monitor real-time adherence to schedules for call center associates by Aspect eWFM
* Engage with floor managers on any deviations from schedules
* Initiate escalation procedures when KPI thresholds are exceeded
* Manage associate call-in line or WFM mailbox and update schedules to reflect accurate intraday projections by Aspect eWFM
* Update overtime and out of office shrink details into Aspect tool
* Monitor intraday outages, staffing shortages, and other unplanned events and keep WFM team posted on any deviancies from plan
* Approve real-time request for offline events
* Attend daily handoff call and share the end of shift write up
* Administration of intraday schedule changes by Aspect eWFM

## Qualifications for workflow analyst

* Ability to balance multiple, time-sensitive projects while maintaining a longer term, strategic focus
* Experience with Microsoft Office applications, particularly Excel with an understanding of creating and working with pivot tables
* Communication skills for to communicate with service providers, customers, and managers
* Experience of Investment Banking and Commercial print environments
* Embracing Change - The ability to work flexibly, adapting quickly to change and responding positively to new ways of working enabling us to thrive on change and constantly improve
* Results Focus - The drive and determination to achieve objectives, overcoming obstacles to deliver results