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# Example of Workforce Analyst Job Description

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

## Responsibilities for workforce analyst

* Interpret and present results to all levels within the organization
* Develop reporting dashboards to illustrate progress on goals, success of program components, and report these findings in a comprehensible format
* Rely on best practices in reporting and analysis including data integrity, test design, validation, and documentation
* May assist with testing new releases in HRIS
* Provide ongoing support for projects and special assignments in all areas of HR as assigned
* Understanding partner Hrs
* Gather information and create/update databases
* Perform analysis and identify volume patterns such as growth, trends and seasonality
* Develop Management report and values added analysis on a weekly / Monthly and quarterly basis
* Contribute to special projects and other tasks required by the Management director & VP

## Qualifications for workforce analyst

* At least 1 year experience using Aspect eWorkforce Management, Verint Impact 360, or NICE IEX preferred
* Ability to prioritize multiple workload demands
* Attention to detail and the ability to identify trends and best course of remedial action to support service delivery
* Sustain effectively the current call centre workforce analysis and migration activities the capacity planning of the new business opportunities (bid management process)
* Provide sufficient internal management information (both on a real-time and a historical basis) to empower the operation to run effectively and efficiently
* PC literate including heavy use of web based programs in Internet Explorer