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# Example of Workforce Analyst Job Description

Our innovative and growing company is hiring 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

* Create standardized OPA schedules (team meetings, Planned Coaching) in conjuction with each schedule or team change event (major shift bid, mini bid, team changes)
* Create and communicate training schedules for the agents according to the OPA Planner
* The Analyst will focus on measurement and analysis of the client workforce
* The workforce is distributed workforce
* The candidate will study all positions and departments identified by NRCS
* Analyze collected data and compute LOE
* Support development of a data collection plan then analyze collected data
* Prepare technical reports to document the data analysis process and make recommendations for optimal staffing
* Provide training, as needed, to NRCS on how to update and maintain staffing models
* Maintain and support all required contact center phone agent payroll functions, including missed swipes, entitlement/benefit time, incentive processing and payout, and PeopleSoft Time & Labor maintenance and reporting

## Qualifications for workforce analyst

* 3-5 years’ experience and deep knowledge of call center operations
* 1-2 years of experience in succinctly presenting key ideas and creative suggestions to management team, including making recommendations for alternative strategies
* Demonstrated ability to analyze data within limited time frames and on tight deadlines
* Must be able to work independently partner confidently with management at all levels
* Understanding of Analytical/Data Mining
* Ability to communication information is key