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# Example of Workforce Management Analyst Job Description

Our innovative and growing company is searching for experienced candidates for the position of workforce management 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 workforce management analyst

* Supports Leadership in the development of demand planning strategy, foot-print planning, and benchmarking, and represents Workforce Management on behalf of or in absence of the Manager
* Performs complex analysis using predictive modeling, testing of multiple inputs, using mathematical and statistical simulation analysis to forecast the potential impacts of product and service offering changes, customer workflow and process changes, operations drivers, and customer routing changes
* Creates forecast models, budget/financial forecasts, spreadsheet models and ad-hoc queries to support business analysis, financial planning, and financial controls
* Supports team in creation of schedule segments based on forecasts and planning ensures timely handling of exception requests and changes
* Analyzes, and supports the team in analyzing, real-time performance utilizing continual forecast strategies, key operational metrics, and leading indicators to understand patterns and trends against tolerance levels
* Develops and executes response plans working alongside team to proactively identify priorities and develop insights to maintain business results, improve customer satisfaction, maximize workforce efficiency, and improve operational and financial performance to ensure “Trusted Care”
* Leads creation and delivery of forecast, schedule efficiency and operational reports to stakeholders and validates for accuracy
* Interfaces with all levels of operations and process partners across the enterprise
* Participates in or leads multiple WFM related initiatives, projects, financial planning and budgeting, including month end reconciliation and rebilling
* Creates, updates and sustains the Oakley Experience time and motion studies using MOST(Maynard Operational Sequencing Technique) for process efficiencies created by Ciao!, Kronos Workforce Scheduler, Order Tracker, Market Labs and Accuexam

## Qualifications for workforce management analyst

* Must possess excellent computer skills including extensive spreadsheet knowledge, and word processing
* At least 1 year experience in Workforce Management/Queu Management
* Must possess excellent verbal and written communication skills, strong interpersonal skills required, possess basic math ability, the advanced ability to create, interpret and trend statistical measures
* Familiarity with eWFM and/or other Call Center WFM applications
* Prefer candidates with workforce management experience
* Strongly prefer workforce management experience