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# Example of Workforce Management Analyst Job Description

Our innovative and growing company is looking to fill the role of workforce management analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for workforce management analyst

* Develops methodologies/functionality to automate and streamline reporting tools and databases
* Develops processes that maximize the efficiency of financial reporting tools
* Ensures integrity of report data
* Monitors and reacts to fluctuations in call volume as they occur in order to restore service levels as quickly as possible
* Schedules activities around forecasted call patterns
* Manages and adjusts call routing when unusual call patterns exist in order to ensure service levels are met
* Updates schedules to ensure WFM system is able to provide statistical staffing requirements based upon current staffing availability
* Updates schedules to account for breaks, paid time off, tardiness
* Make decisions in a fast paced real time environment affecting the department’s break and lunch schedules based on actual volumes and available resources
* Determines monthly bonus payouts for agents and supervisors based on pre-established measures

## Qualifications for workforce management analyst

* Curiosity to research issues and willingness to expand breadth of knowledge
* Experience with SAP, Hyperion, Essbase & Business Objects
* Bachelor’s degree Finance/Accounting or MIS
* Proficiency with Microsoft Excel Macros - both the ability to troubleshoot and create new Macros
* Bachelor’s Degree in Business, Mathematics, Statistics, Computer Science, or Engineering or relevant work experience
* Experience managing volume and staffing forecasts in Excel - report designing that involves linking worksheets across multiple workbooks together (this is common when having to deal with manual forecasting/scheduling environments)