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# Example of Workforce Management Specialist Job Description

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

## Responsibilities for workforce management specialist

* Interpret the needs and requirements of leadership and business units and then develop custom reports that meet their specification
* Gather and analyze data using tools and methodologies to identify trends, process and system improvement opportunities, and develop efficiencies in the contact center to improve service delivery and increase customer satisfaction
* Work with leadership to develop action plans to improve service delivery based on metrics, data analysis, or customer feedback
* Assess trends in teams, identifying areas of opportunity with assigned operational departments
* Participate in strategic and business planning processes as required
* Provide Guidance
* Under general direction, analyzes call center trends, including call volume, call patterns, staff productivity, attrition rates, and resource allocation
* Able to understand & analyze short and long term staffing plans incorporating multiple work types
* Developing, monitoring and analyzing call volume projection functions, forecasting call quantity and staffing needs in a timely and accurate manner, while ensuring adherence to departmental policies and procedures
* Perform basic modifications in the scheduling system of daily and weekly projected trends and volume

## Qualifications for workforce management specialist

* Experience and comfortable with presenting to upper management
* Bachelor’s Degree in a recognized technical, engineering, scientific, managerial, business, or other discipline related to area of expertise
* At least 1 year of previous experience with data analysis
* While performing the duties of this job, the employee is required to sit, talk, hear, and use hands to touch, handle or feel objects, tools or controls
* 2+ year Workforce Management (WFM) functions experience preferred
* At least 1 year of experience with data analysis