Downloaded from <https://www.velvetjobs.com/job-descriptions/workforce-management-specialist>

# Example of Workforce Management Specialist Job Description

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

* Use continuous improvement tools and methodology to evaluate, challenge and optimize processes
* Business process owner Telephony, responsible for identifying & interpreting business requirements, optimization
* Identify, analyze and develop solutions that drive measurable improvement
* Day-to-day operation of our Workforce Management application (Dayforce), including scheduling and task management
* Provide visibility and predictability to the organization through accurate and timely daily, weekly, monthly and quarterly financial planning and reporting
* Provide labor guidance for field labor through reporting and analysis
* Assist in developing financial labor models to be consistently used across the retail chain
* Assist Manager of Store Labor and Retail Analytics in projects, processes, policies and tasks
* Assist in the design of the annual store labor budget for all store employees
* Administer an incentive structure, including contests, for all selling and non-selling store staff

## Qualifications for workforce management specialist

* Experience in a multi-skill, multi-site call center is required
* Must be highly self-motivated, multi-task oriented team member with ability to manage tasks to completion within timelines
* Highly organized with demonstrated organizational, analytical, communication and trouble-shooting skills
* High degree of accuracy and ability to check one's own work
* Bachelor’s degree in Business, English, Marketing, Journalism, Communications or related field
* In conjunction with management, approve time off of the phone