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# Example of Workforce Management Specialist Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of workforce management specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for workforce management specialist

* Manage the gathering of accurate organizational and financial data across HR, Finance and the wider adidas organisation
* Support the production of analysis, insight and reporting based on Strategic Workforce Management data
* Support the project activity around the development and implementation of Strategic Workforce Management within Adidas
* Implementation and follow-up of project plans
* Support the development of impactful action plans based on Strategic Workforce Management data
* Support organisation design projects from initial scoping through to implementation
* Support the implementation of organisation design work in line with the adidas change management framework
* Prepare all necessities for decision making processes
* Contribute to new concepts by checking them for consistency
* Manage the internal team communication, including tracking, summarising and reporting of communications

## Qualifications for workforce management specialist

* Minimum of two to three (2-3) years of call center experience, preferably in Workforce Management or in a call center management type role
* Actively display knowledge and understanding of key call center performance metrics such as service level, AHT, adherence, by utilizing CUIC, NICE, and WorkDay
* Prior use of Workforce Management software such as IEX, Impact 360, or Aspect preferred
* Associates Degree in Business/Finance or related field is preferred
* Required to work Tuesday through Friday
* Written and Verbal Communications – ability to document analysis in presentation and document form