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# Example of Workforce Management Job Description

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

## Responsibilities for workforce management

* Monitor operations real-time and perform real-time adjustments if required to meet the target SLAs
* Prepare and send intraday daily, weekly and monthly performance reports
* Review and analyze call arrival patterns and provide recommendations to improve customer service experience
* Prepare short, medium and long term resource forecasting of all operational metrics within the Client Support phone based teams organization
* Provide guidance and support as needed to phone based Representatives, Supervisors and Managers for operational aspects
* Coordinates scheduling and adherence activities ensuring performance goals are met
* Perform systems-related pay rule needs assessment survey and compile listing of all payroll rules in use and their calculation related details for all in-scope hotels
* Directs supervision of day-to-day activity of professional staff
* Mentors and coaches staff
* Prepares performance appraisals

## Qualifications for workforce management

* BA or BS degree in Business or related field is preferred • Strong analytical and mathematical skills to collect and interpret data to solve problems
* 2-4 years customer contact or Call Center Operations experience
* Understands outbound dialing in the collections environment
* Help to develop collection dialing strategy
* Oversees tactical execution of dialing strategy
* Bachelor’s Degree with a focus in quantitative disciplines