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# Example of Workforce Management Job Description

Our innovative and growing company is looking for a workforce management. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for workforce management

* Evaluates effectiveness of staffing strategies and team’s efficiency in response to managing planned and unplanned events, all in an effort to ensure effective utilization of call center phone support resources to achieve business objectives
* Empowered to provide recommendations to Leadership to address obstacles that stand in the way of meeting objectives, which can include call center TSF, Containment rates, and occupancy and shrinkage goals
* Communicates organization performance to leadership through advanced reports and analysis
* Leads Workforce Analysts, driving consistency, best practices, and tactical guidance
* Empowered to evaluate processes and procedures and creates automated solutions to improve efficiency and quality of manual processes
* Leads large scale and often complex coordination of Enterprise wide initiatives and training
* Coordinates, schedules and distributes software upgrades, patches, system upgrades and
* May develop or assist in the development of business reports by extracting data from
* Responsible to assist with upgrading systems and keeping up to date with new software
* Identifies, develops and facilitates testing requirements and testing execution for call center technology and core application upgrades and conversions

## Qualifications for workforce management

* Minimum 2 years Workforce Management experience in a call center environment
* Solid knowledge of workforce management systems and processes
* Knowledge of WFM software- NICE IEX wfm is an asset
* Solid knowledge of call center principles and call center performance metrics/reporting
* Ability to work under pressure ina high-relaibility environment with professionalism
* Strong analytical, problem solving, teamwork and customer support skills required.Effective oral, written and interpersonal communication skills.Ability to interact effectively with end-users, peers and management while providing technical leadership as needed