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# Example of Workforce Manager Job Description

Our growing company is looking for a workforce manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for workforce manager

* Manages activities of supervisors to insure the teams are functioning effectively to meet clients’ needs and operational initiative targets
* Contributes to team's process improvement efforts and implements changes in a positive way
* Produces and analyzes statistical reports to monitor teams’ performance
* Participates in projects, including budget process, as assigned
* Provides system level oversight for Optum360 client improvement programs and initiatives related to assigned HIM / CDI activities, working with the department’s Senior Directors, Regional HIM / CDI Directors, Facility Directors, Corporate Directors and Managers, as warranted
* Supervises and manages subordinate staff
* Ensures timely distribution of exception logs to Operations Managers, Sr
* Demonstrating an in-depth understanding of banking, fraud, and complaints across all business units through application of knowledge based analysis
* Lead development and ongoing maintenance and enhancement of monthly and operational forecasting and staffing models to support the Fraud processes
* Acts as subject matter expert related to the effective use of analytical methodologies, particularly those related to regression, decision tree, time series data, forecasting, and econometric modeling

## Qualifications for workforce manager

* Ability to manage projects simultaneously under pressure
* Basic understanding of a Managed Service Provider preferred
* Provide end-to-end service to people managers by project managing new/exit/intra transfer employee’s checklist requirements including on-boarding activities (responsible for 50% of tasks
* Process various payroll transactions including and not limited to special/one pay adjustments, OT/PT payments ensuring consistency in administration of policy and proper authorization
* Oversee production of global organizational charts
* Participate in confidential/special projects as requested by Executive