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# Example of Workforce Manager Job Description

Our innovative and growing company is hiring for a workforce manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for workforce manager

* Responsible for collaborating with Operations on contact routing strategies and implementing routing to meet Apria performance objectives
* Responsible for collaborating with Operations on a triggers and lever real time management program that delivers on operational objectives at the agent and queue level
* Responsible for effectively using WFM technology and processes to calculate staffing requirements and organize schedules for the contact center operations
* Regularly conduct and participate in meetings to communicate production activities and results and work with management stakeholders to identify and/or resolve production and staffing capacity issues
* Monitor operation’s frontline behaviors, efficiency and availability for use in planning and report deficiencies and opportunities to operations and management team
* Compile data and review to ensure appropriate phone coverage has been achieved
* Uses telephone system tools (Automatic Call Distribution System and reporting) to confirm that adequate staffing resources are available to answer inbound phone calls, ensure outbound phone calls are performed efficiently, all of which will ensure adequate response time is met per the Customer Service performance standards
* General IVR administration and reporting
* Coordinates recovery caused by business continuity issues
* Supervises five – 10 Workforce Management team members

## Qualifications for workforce manager

* Comfortable in a position affording visibility and interface with senior management ability to foster strong relationships with staff
* Solid understanding of talent management/ workforce planning process (recruitment/selection, performance management/ development /coaching, reward & recognition)
* Expert level Excel skills (VBA)
* SQL experience an asset
* A minimum of five years in sales and/or client management role
* Must be able to read, write, speak and understand the English language and possess good oral and written communication skills