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# Example of Workforce Planning Job Description

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

## Responsibilities for workforce planning

* Review, update, and improve workforce capacity management methods and practices in an effort to provide reliable resource capacity, utilization, and forecast data
* Liaison with local sites providing a resource, support, and communication between other departments coordinate with all sites on operational issues impacting service level goals
* Monitor intraday service levels, productivity and schedule adherence, and alert management of production risks
* Make adjustments to agent skilling profiles as necessary to maximize efficiency and effectiveness of the staff
* Monitor and react to fluctuations in call volume as they occur in order to restore service levels as quickly as possible
* Recognize abnormal call variances, research and report findings to the management
* Maintain daily event log of any system or operation issues impacting performance
* Extensive experience with Workforce Management Software (CIC preferred)
* Experience in forecasting and staffing
* Exhibit excellent organizational skills and ability to multi-task

## Qualifications for workforce planning

* Bachelors degree required in specialized field such as Supply Chain/Logistics, Finance, Data Analytics or Industrial Engineering
* 3-4 years experience in production and resource scheduling in a manufacturing, call center or warehouse/distribution environment
* Experience in a Retail, Pharma, or a CPG multi-national company, particularly within the supply chain
* Maintains headcount plans for each department
* 3 to 5 years with the combination of HR, Consumer, and Marketing Analytics experiences
* Experience with IEX/NICE