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# Example of Workforce Planning Job Description

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

## Responsibilities for workforce planning

* Assists with the creation of reporting that may include dashboard reporting, scorecards, and presentations of call center statistics such as call volume trends, variances from staffing schedules and performance to established service level metrics
* Gather statistical information and create/update databases
* The day to day work includes coaching and developing the team and business partners through establishing, maintaining and influencing relationships with our internal clients being an organizational leader for the broader IS&S Team
* Support larger HR and business initiatives
* Create and manage project plans to ensure timely and accurate delivery of deliverables
* Responsible for leading a team of resource management supervisors, and/or analysts to ensure productivity, scheduling, and budget objectives are met
* Responsible for providing training, coaching, and development to supervisors, analysts, and associates as needed, and must ensure adherence and compliance to national workforce management policies and procedures in all sites
* Responsible for working with specialty software as it relates to validating data feeds to ensure proper data collection with the IEX and Aspect work force management systems, validating the data feeds of our Global Call Centers to ensure accurate reporting and metrics
* Responsible for conducting adhoc analyses and managing reporting and metrics as it relates to developing, analyzing, and producing daily, weekly, and monthly reports and/or graphs to assess current trends relative to driving day-to-day business decisions
* Responsible for developing and implementing contingency staffing models

## Qualifications for workforce planning

* Partners with stakeholders by developing and driving milestones for change programs and processes, assessing current and future needs to support the overarching Workforce Planning strategies, and working with the workforce planning team to help identifying and overseeing implementation of new standards, tools and methodologies to improve the company’s workforce capabilities
* Helps in the preparation of executive level reports and presentations highlighting key insights and business impact
* Conducts supply and demand analysis and business scenario planning for large-scale projects by utilizing analytics resources, tool sets, modeling and justification for return on investment
* Influences stakeholders by recommending strategic large-scale changes in methodologies and processes based on data or trends
* Partners with stakeholders by developing and driving milestones for change programs and processes, assessing current and future needs to support the overarching Workforce Planning strategies, and identifying and overseeing implementation of new standards, tools and methodologies to improve the company’s workforce capabilities
* Prepares executive level reports and presentations highlighting key insights and business impact