Downloaded from <https://www.velvetjobs.com/job-descriptions/workforce-strategy>

# Example of Workforce Strategy Job Description

Our company is hiring for a workforce strategy. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for workforce strategy

* Maintain headcount forecast tracking tool (HACCTT)
* Develop and manage headcount reporting database
* Develop framework for MI tracking, production and reporting
* Produce management information reporting and analytics for headcount and financials tracking
* Incorporate HR and BDC metrics in MI pack
* Publish consolidated monthly MI pack for Liberty II program
* Provide workforce development, employee engagement, and talent strategy support to the client
* Drive operational improvements across the planning and procurement of call center staffing
* Deliver accurate forecasts that will be used for short, near, and long term budget planning
* Build monthly/weekly/daily ½ hour call center requirement forecasts (volume, AHT, Productive Hour, FTE)

## Qualifications for workforce strategy

* Ability to successfully handle multiple concurrent priorities simultaneously
* Frequently stand/walk, sitting, perform desk-based computer tasks, use a telephone
* Occasionally twist/bend/stoop/squat, reach/work above shoulders, grasp lightly/fine manipulation, grasp forcefully, lift/carry/push/pull objects that weigh up to 10 pounds, writing by hand, sort/file paperwork
* Work with clients to resolve data issues that have arisen during review of submitted client data
* Act as the engagement lead on projects serving as a liaison between client contact(s) and project teams on critical client issues
* Bachelor’s is required, preferably in a quantitative or quantitatively-oriented social science field (e.g., economics, business, mathematics, psychology, political science, or statistics)