



# Example of Capacity Planning Analyst Job Description

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Our innovative and growing company is looking for a capacity planning analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for capacity planning analyst

- Interface with call center leaders to understand the fast changing business needs and make updates where necessary
- Stay current on internal policies and procedures
- Update workforce management and other data bases as changes occur
- Developing and maintaining product and network-wide call volume and staff planning models driver metrics (availability, call handle time, hiring, attrition, overtime) as throughput into the overall short-term and long-term capacity and staff planning
- Communicate analysis and interpretation to appropriate audience in a concise and professional manner
- Produce, publish and distribute scheduled and ad-hoc analysis, operational plans, and other deliverables
- Internal may be able to have option of telecommute for this role based on experience
- Support long term staffing models that translates the predicted customer demand to staffing capacity
- Report forecast versus actual capacity and assist the various departments with balancing their customer demands with resources deployment
- Develop relationships with Care Center's management to ensure the incorporation of all anticipated business changes

## Qualifications for capacity planning analyst

thinking/planning in the execution of work plans

- Experienced with spreadsheet and presentation tools
- Two or more years in logistics or supply chain related capacity
- Exceptional analytical planning and organizational skills with a proven track record of managing strict deadlines
- Experience in managing multiple tasks and deadlines with sound project management skills
- Knowledge of JDA Transport software (MTM), IMS, PAL, AOM, JDA F&R, PPA, and other OPC Applications is an asset