Our company is growing rapidly and is searching for experienced candidates for the position of capacity planning analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for capacity planning analyst

- Present analysis making recommendations regarding the development of new operational processes that contribute to the forecasting / staff planning efficiency and effectiveness
- Model and monitor the impact of various real and proposed regulatory and new service scenarios and make recommendations to CO management
- Present information and make recommendations to CO, Supply and Optimization and NGDC personnel regarding the optimum daily dispatch of available supplies, inclusive of peaking assets, and disposition of supply/demand imbalances
- Provide on-call coverage to ensure supply/demand is properly balanced on weekends and holidays as needed
- Monitor throughput, storage activity and storage/peaking inventories and use seasoned judgment to address problems/concerns
- Develop accurate conclusions from quantitative analysis of recent historic throughput data to discern need for adjustments to NGDC daily demand forecasts used for supply management purposes
- Develop SENDOUT reports and analyses in support of Trading Floor activities, including monthly optimal usage of the gas portfolio assets, storage projections, term analysis, hedge study, Present and defend analysis to CO management
- Develop SENDOUT reports and analyses in support of Regulatory items, including GCRs, SGSP
- Monitor gas supplies from suppliers for both system supply and end-users

Qualifications for capacity planning analyst

- Ability to operate a computer and other office equipment, communicate over the telephone
- 4+ years experience in Contact Center Workforce Management position required (WFM analyst, scheduler)
- 2+ experience working with workforce management systems such as EWFM, IEX strongly desired
- Exhibits keen judgment on when to escalate issues
- Power user proficiency in Google Docs and MS Suite
- Analytics experience with big data is preferred