



# Example of Capacity Planning Analyst Job Description

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Our innovative and growing company is hiring for a capacity planning analyst. 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 capacity planning analyst

- Manage data flow of multiple sources of information
- Complete ad hoc analysis related to capacity planning
- Developing and maintaining network-wide 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
- Establish daily, weekly and monthly metrics and monitor performance against metrics and ensure meaningful deviation is detected early and incorporated in operation planning efforts
- Review forecasting accuracy (forecasts to actuals) and schedule effectiveness (staff paid/ staff need/ staff scheduled/staff available) with WFM staff and work together to reduce variations in order to ensure performance and productivity goals are met
- Oversee real time performance issues and implement contingency actions in event of forecast deviating from the real time scenario
- Work closely with the WFM staff to execute plans and react quickly if any real time performance issues
- Facilitate discussion among process stakeholders (both technical and non-technical) in order to elicit, analyze, communicate (both written and verbally) and validate requirements for business intelligence (reporting) needs
- Collaborate with SOA BPM team to ensure successful implementation of chosen solutions
- Must be able to clearly communicate recommendations & guidance in a client

## Qualifications for capacity planning analyst

- Very strong computer skills especially Microsoft Excel
- Excellent problem solving skills, ability to succeed in self-directed environment
- Ability to problem solve when presented with challenges
- BA/BS in statistical analysis, operations research, economics, finance, business administration, industrial/organizational psychology, or applicable discipline or 4 or more years of directly related WFM experience
- 8 plus years' experience in Contact Center Capacity Planning/Management leadership position in a medium or large company
- Extensive experience with forecasting/capacity planning, analytics and strategy