



Example of Capacity Planning Analyst Job Description

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

Responsibilities for capacity planning analyst

- Works collaboratively with stakeholders, Departments /function and teams to support creation and delivery of capacity plans
- Support to develop or complete, realistic and achievable plans to drive project to successful implementation (on time, within budget and meeting Customer needs) of new predictive models
- Utilizes call volume reports and coordinates and completes capacity planning within the call center
- The creation, coordination and implementation of long term resource plan (staffing, expenses & facility needs) within a contact center environment
- Planning of resources for predicted work demand volumes
- Monitoring, analyzing and reporting contact center volumes and trends and recommending actions to ensure optimal results
- You will lead communication efforts across several levels and departments, proactively engage stakeholders and make critical operational decisions, create proactive solutions and work plans to ensure optimal customer service is delivered
- Responsible for long term and short term work volume, average handle time, productivity and staffing forecasts, and providing leadership with risk mitigation plans
- This position will act as a support tool for the leaders of multiple contact center business units, assisting with and providing guidance on performance impact analysis and operational planning
- Develop and configure new capabilities in SPCPS to support SPP and FPV's

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- Expert workforce scheduling software tool user – Nice IEX preferred
 - Expertise in call center technology and software including call routing, segmentation, IVR, ACD, real-time call tracking/monitoring
 - Experience in a global
 - Advanced mathematical skills, knowledge of and ability to calculate statistics
 - Ability to translate and convey complex statistical and other data into easy to understand, actionable recommendations
 - Excellent written and verbal communication skills with the ability to effectively communicate and interact with all levels of personnel within the organization, including presenting information and responding to questions in group settings