



Example of Planning / Forecasting Job Description

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Our growing company is looking to fill the role of planning / forecasting. 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 planning / forecasting

- Data cube and BI experience including ETL
- Wholesale/Retail industry experience
- The ability to exercise independent judgement and take action
- A proactive work ethic and ability to creation solutions
- Drive rigorous operational execution and oversight, ensuring accurate forecasting of Specialists to manage total business transparency and planning
- Own all Specialist Capacity Planning and Resource Management modeling
- Proactively monitor the Specialist measures to mitigate capacity and staffing barriers
- Work cross functionally with leaders from Global CSG, Sales Compensation, Specialist Leaders, CSG Product Management, Cloud Practices and Employee Success to ensure that measures align with capacity
- Align closely with executive leadership to ensure strategic decisions are supported by operational data
- Provide requirements to cross functional teams to confirm capacity prior to product launches

Qualifications for planning / forecasting

- Exceptional quantitative and qualitative analytical skills – ability to assess past performance, current issues, and expected trends within the retail industry
- Lead the Planning Built teams globally to run concentric sessions on the best

- Previous experience managing Resource Planning and Forecasting team essential
- In-depth knowledge of resource planning methods such as Erlang C and experience of contact centre scheduling and productivity tools such as WFM - Aspect, Avaya
- Experience of managing the resource planning and forecasting function in a multi-site, blended contact centre environment
- Enjoy finding solutions to complex problems