



Example of Planning Scheduling Analyst Job Description

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Our innovative and growing company is hiring for a planning scheduling 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 planning scheduling analyst

- Review long-term forecast plans as a basis for the tactical plan, making adjustments for emerging trends as needed
- Partner with leadership team to provide departmental process improvements
- Facilitate meetings with contact center management to review tactical plans of expected volumes
- Identify and research service level risks based on forecasts for problem resolution and escalate to management as needed
- Develop and maintain schedules for all events (adjustment, training, meetings)
- Ensure the accuracy/timeliness of segment entry requests and skill changes
- Develop and monitor internal control reports to identify/correct processing errors
- Assists in analyzing, planning, developing and maintaining the Course Schedule in PeopleSoft/25Live
- Assists in finding resolutions to course scheduling conflicts and in modifying all school owned room assignments as needed in 25Live
- Responsible for managing all aspects of auditor work assignment, routes to use and allocation of time to work in specific activities

Qualifications for planning scheduling analyst

- Strong verbal, written and presentation skill, the ability to effectively

- Good communication and interpersonal skills with a hands-on approach to process improvements
- Independent worker with minimal supervision
- Clearly and actively communicates planning, scheduling and changeover information or process issues with affected parties in a timely manner
- Ability to recognize opportunities for improvement in systems or processes and recommend solutions