Our company is growing rapidly and is looking for a resource 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 resource planning analyst

- Contributing to the development of best practice solutions to increase efficiency and effectiveness throughout Operations
- Manage the end to end resource planning process inclusive of forecasting, scheduling and rostering in order to ensure that Operations is utilising its people to optimal levels
- Create effective forecasts that are based on data inputs from all arears of the business
- Analyse data, recommend strategy and build forecasts based on call volume and length
- Build schedules and mitigate for changes in these schedules that match staffing requirements and company targets
- Collaborate with operational teams to ensure forecasts/ data are communicated and understood
- Based on available data assimilate volume and staffing forecasts, schedules and resource plans, communicate these plans and ensure that plans are adhered to/ mitigate for changes to it
- Develop, monitor, track and support of P6 scheduling training and related processes to be utilized throughout Transmission
- Support the achievement of revenue targets and both internal and contractual SLAs
- Produce actionable performance MI to support operational focus on key

Qualifications for resource planning analyst

- EWFM and SAS experience preferred
- In-depth experience of work processes related to mandated programs
- Typically a bachelor's degree in a business, engineering or related financial or scientific discipline and five years' experience
- Thorough knowledge of resource strategy concepts and considerations – , thorough understanding of different electric generation resource types and characteristics and respective costs, risks, environmental impacts, operating characteristics, and fuel supply considerations
- Minimum of 3 years experience or equivalent work program or other analytical experience preferred
- Prior experience working in the mortgage, banking, finance and/or customer service industries