



Example of Specialist, Planning Job Description

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Our innovative and growing company is searching for experienced candidates for the position of specialist, planning. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for specialist, planning

- Supporting the Staff Planning Manager in administrative tasks associated with schedule creation and management
 - Contributing to the store's complete staff planning process from forecasting to the execution of the schedule by posting draft schedules timely, ensuring scheduled hours include planned absences and liaising on the development of final schedules with department managers
 - Providing the management team with expertise, support and training in accordance with the People Strategy
 - Following up the store staff planning process from forecasting to ensuring schedules comply with all labour rules and internal requirements
 - Gathers call data and assists with data analyses to determine call volume trends, service activity, or resource availability to forecast required staffing levels and provide reporting to management
 - Monitors staffing levels and schedule adherence of Customer Service Representatives (CSRs) to assure internal and/or client service levels and customer satisfactions goals are met
 - Developing and implementing logistics production process
 - Defining and following up action-plans within the logistics area to support Global Outbound strategy
 - Support organization in meeting key KPI/PIs
 - Logistics process development, optimization and standardization (incl
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- Work with Accounting Services to ensure reporting guidelines are met and assist with proper accounting policy
- Assist with financial planning direction and strategies
- Responsible for controlling the Fringe Benefit Budget, both from an instream allocation and an outstream cost management of retirement, health, payroll tax, and administration cost
- Lead the Capital Investment Forecasting process, working with function controllers on capital budgeting, commitments, accruals, and monthly forecast
- Assist in VoKus inputs, validation, and questions from Finance colleagues in Volkswagen AG
- Knowledge of technical resources used in the call center