



Example of Workforce Manager Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of workforce manager. 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 workforce manager

- Tracks all the system and network downtime
 - Provides strategic recommendations to achieve Service Level, ASA, and Occupancy goals
 - Administrator of Kronos Workforce Management Software including maintaining of attributes, forecasting methodology, and labor standards
 - Forecasting of all labor level components utilizing and/or supporting the Kronos Workforce Management Software
 - Create, develop, and maintain Centralized, actionable dashboards for stores (one stop shop) on all labor components
 - Assess, develop, and implement streamlined reporting to provide dashboard of key performance indicators providing actionable analysis to Stores, Store Operations, and cross functional business partners
 - Leverage statistical modeling to benchmark proven correlations to results and initiatives
 - Manages schedule adherence and labor compliance reporting to mitigate risk
 - Accountable for core workforce management functions, including trend analysis, staff and hiring planning, employee scheduling, and real time management
 - Based on current call volume and staffing levels, manage/monitor Customer Care Center Schedule to maintain appropriate phone and back office coverage during peak call times, breaks and lunches
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- Develop/maintain controls for Unit payroll statements (Canada)
- High level of integrity due to confidential nature of position
- Strong team player with excellent inter-personal skills and an established track record of reliability and efficiency
- Undergraduate degree/CHRP designation not mandatory but will be considered as an asset
- Strong analytical and computer skills with excellent knowledge of Microsoft suite of products (MSWord, Advanced Excel, Outlook, Power Point, Visio) and RB in-house applications such as RBCNet, HRIS, SAP and e-Store
- General understanding of the bank's organizational structure and financial system (hierarchy of transits, BU/FU/GU and legal entities)