Workforce Management Analyst Job

Employer Name:

SpiderID: 12575507

Location: Texas, Texas

Date Posted: 5/26/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-004

Job Responsibilities:   
  
Responsible for recommending headcount increases and decreases, determining and communicating work schedules and resources for various workload queues.  
  
Will work with Operation leaders to ensure adequate staff, coverage by interval, as well as develop contingency plans during times of peak demand, system problems or disasters.  
  
Will participate in post-mortem analysis of problems and provides input for future process improvements.  
  
Oversees persons responsible for support of the process and technical direction of the customer service applications to enable  
  
Service Operations and other customer service functions to achieve their goals.  
  
Performs all necessary supervisory functions (i.e., goal setting, performance evaluations) to effectively and efficiently manage staff associates.  
  
Uses qualitative and quantitative analytical skills to assess the effectiveness of the operations  
  
Responsible for ensuring all service level agreements reporting.  
  
Adheres to all project schedules and oversees project changes.  
  
Coaches team members on WFM processes and standards, leads review sessions and configuration management audits, and ensures validation points and metrics are being collected, and the project is adhering to standards and processes.  
  
Coordinates with program team members to review and validate data.  
  
Mentors less experienced team members to guarantee project success and customer satisfaction  
  
Communicates regularly with leadership and customers to discuss project/program status and updates.  
  
Gathers feedback, evaluates recommendations, and executes changes as necessary  
  
Conducts detailed analyses of complex program functions and work processes; provides recommendations for improving efficiency and effectiveness of work operations.  
  
Trains and answers questions related to the quality and trainers and project management standards and applications.  
  
Acts as a team lead in the absence of the Project/Program Manager.  
  
Minimum Qualifications  
  
Bachelor's Degree in Business, or a related field or equivalent relevant experience.  
  
5 to 10 years' experience in Workforce Management.  
  
5+ years of experience working on projects/programs supporting Government Contracts.  
  
Public Trust Clearance a plus  
  
Other Job Specific Skills  
  
Experience in creating and analyzing strategic forecasting and staffing models in a multi-ACD call center environment a must.  
  
Proficiency in the development of statistical models, statistics and queuing theory.  
  
Excellent PC skills, including a thorough working knowledge of spreadsheet and database systems.  
  
Must be "forward thinking" with the ability to direct and motivate strategic changes.  
  
Management/planning skills to matrix manage staff and complete projects within established time frames.  
  
Experience with workforce management tools (i.e., CX1/ Nice/ Salesforce/Verint).  
  
Ability to transfer knowledge and learning related to job functions; ability to develop and present recommendations to senior management.  
  
Ability to operate in a rapidly changing environment with a sense of urgency, and to develop and deploy changes to positively impact service delivery.  
  
Exceptional communication skills in working with technical and non-technical staff and the ability to develop and maintain collaborative relationships among all levels of an organization and with customers.  
  
Must be detail oriented.  
  
Strong experience interfacing with government customers to understand, interpret, and analyze requirements.  
  
Experience working on government contracts is strongly desired.  
  
Strong qualitative and quantitative analytical skills.   
  
Must exhibit excellent problem-solving and decision-making skills.  
  
A polished, professional demeanor with excellent interpersonal skills.  
  
Exceptional verbal, written and presentation skills.  
  
Must have strong MS Office, to include Project and SharePoint, skills.  
  
Experience with CMMI/AIMM processes and standards a plus  
  
Attributes:  
  
Self-starter - take initiative and proactively offer solutions to problems.  
  
Critical thinker with the ability to solve complex problems.  
  
Outstanding attention to detail and organizational skills  
  
Exceptional customer service and problem-solving skills.  
  
Demonstrated willingness to innovate

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Dunhill Professional Search

Company: Dunhill Professional Search