



## Jobs

# Planning and Scheduling Manager

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Location: Dublin (EU HQ)

Team: Sales Operations

**Apply now**

**This position is based in our EU Headquarters in Dublin, Ireland.**

## **The area: SMB Sales and Operations**

When our millions of advertisers and publishers are happy, so are we! As small business experts, we help get local entrepreneurs on the map, and deliver a beautifully simple, intuitive experience that enables customers to grow their businesses with us. By spotting and analyzing customer needs and trends, our innovative teams of strategists, account developers and customer support specialists work together on scalable solutions for each business, no matter its age or size.

## **The role: Planning and Scheduling Manager**

In this position you will play a key role in developing and implementing a new process and system for planning and scheduling our global customer support activities. You will build a team that will develop and implement a new process and system for planning and scheduling of our global customer support activities. You will develop and run forecast models for each customer service channel and produce weekly forecasts, your role will play an important part in our sales and operations business. This program is a major opportunity to improve our business processes: as such this is a high visibility position, where you will gain invaluable experience and extensive interaction with Senior Management. You are an experienced manager preferably with experience implementing and managing planning, scheduling and forecasting systems. We are looking for independent, solution-oriented performers who are skilled and experienced in using data to drive strategy and business action and who can combine this with a pragmatic approach to deliver workable operational processes.

## **Responsibilities:**

- Manage the team and be the global thought leader in defining and implementing a structured global process for the regular production of optimized work schedules.
- Balance varying customer demand with staffing constraints to produce the best possible customer service experience.
- Develop and run forecast models for each customer service channel, to produce weekly forecasts for every team.
- Foster and develop global executive stakeholder relationships to ensure all markets and regions are involved and aligned in the evolution of planning and scheduling.
- Develop and deliver on roadmaps of increasing sophistication in planning and scheduling.

### **Minimum Qualifications:**

- BA/BS degree. In lieu of degree, relevant skills or equivalent experience.

### **Preferred Qualifications:**

- Degree in a numerate discipline.
- Experience in managing highly technical teams.
- Experience of implementation, development and management of Planning and Scheduling systems for Customer Operations. Project management skills.
- Experience in databases and querying languages such as SQL.
- Experience with statistical software.
- Strong communication skills with experience of presenting to many different stakeholders.

## **The Big Picture**

### **Dublin (EU HQ)**



Located in the heart of the historic dockyards district (a.k.a. Silicon Dock), Google has helped put Dublin on the map as a technology hub in Europe. Our office is made up of thousands of Googlers from over 65 countries, overseeing sales and infrastructure for our businesses in Europe, the Middle East and Africa.

Location: Dublin (EU HQ)

## Sales Operations



Set the direction for our business and make sure it runs smoothly.

Team: Sales Operations

Planning and Scheduling Manager

Location: Dublin (EU HQ)

Team: Sales Operations

### **Apply now**

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## How we hire

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