
Position Title: Workforce Manager

Department: Reporting

Reports to: Country Manager / VP Customer Care

Supervises: Workforce and Reporting Teams

Description:

The Workforce Manager is responsible for overall management and direction of the workforce team. Ensures client/customer goals are met by analyzing work volume variances to forecast and provide direction to adjust scheduling/staffing levels accordingly. Monitors service levels and directs real-time forecasting to meet service levels. Provides advice to management on the most efficient and cost effective strategies to deliver on service level agreements.

Key Responsibilities:

- Manages a team of 5 to 10 intraday specialists, across all programs and potentially across multiple sites.
- Manages a team of 3 to 5 report analysts.
- Analyze past volume and staffing patterns and will implement based on the forecast provided by the client staff the Service Center to ensure service goals are met.
- Oversee all Real-Time and Intra-Day activities to ensure operational and client goals are met.
- Conduct analysis and recommend solutions to real time performance issues with the operational business units.
- Validate forecasting and staff planning and work with Account Managers.
- Ensure all required WFM data is tracked and trended on a continuous basis.
- Interface with Account Managers/Director as needed for escalation of service impacting issues.
- Coordinates with Director of Operations to interface with client and handle account management issues.
- Manages the staff schedules and responsibilities of Workforce Management team.
- Meets department budget goals by controlling costs for equipment and personnel.
- Responsible for performance appraisals of all direct reports.
- Establishes performance objectives for direct reports.
- Coach and develop a high performance team through organizational leadership.
- Demonstrate sound judgment and fairness when administering policies and procedures.
- Ensure team accurately tracks and manages call center schedule adherence.
- Monitor absenteeism levels and work with Management and HR on attendance management initiatives.
- Prepare daily/weekly/monthly reports and distribute to the Management team.
- Manages staffing ratios and seat utilization/optimization to ensure call center goals are met.
- Builds effective working relationships with internal departments.
- Work with Senior Management team on initiatives to support new business growth and overall operations.
- Assist with special projects and other duties as assigned.

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Knowledge, Skills and Abilities:

- Bachelor's degree in Business Management, Finance or a related field preferred.
- Training and certification with forecasting / scheduling and related software packages.
- Must be fluent in written and spoken English.
- Minimum of 5 years experience managing Workforce Operations in a Customer Care and/or BPO operation, with client and senior management interaction.
- Minimum of 1 year of experience working with at least one process excellence system – e.g., Six Sigma, Lean, COPC, etc.
- Excellent knowledge of Workforce Management applications, technologies and key performance indicators.
- Expert knowledge and understanding of workforce planning programs and principles.
- Thorough understanding of Aspect, eWFM tools, and Avaya
- Demonstrated skills in all phases of workforce planning, forecasting and Intra-day functions.
- Advanced abilities in using Microsoft Office (especially MS Excel).
- High degree of verbal and written communication skills, rational persuasion and negotiating aptitude, and the ability to effectively and concisely present information at all levels of the organization and to the general public.
- Strong analytical abilities to provide strategies based on historical and current data.
- The ability to work with management teams to ensure clear goals regarding service level agreements.
- Proven ability to manage people, processes, and technology.
- Strategic thinker and tactical implementer.
- Experience in developing a workforce team in a call center site, while meeting and/or exceeding all operational and financial objectives.
- Solid financial and quantitative skills with a proven track record for delivering high quality results.
- Demonstrated management leadership skills – i.e., ability to build high performance teams, motivate and influence employees to exceed performance initiatives, and posses an understanding of the business and financial elements of a large operation.
- Demonstrated ability to manage multiple projects leading technical and development teams, and working with peers in a cross-functional setting.
- Demonstrated success managing new initiatives while meeting operating and budgetary requirements.
- Ability to react quickly and take advantage of changing business conditions in real-time.
- Highly motivated, creative, self-sufficient and able to operate effectively without close supervision.
- Passion for excellence, strong work ethic and solutions-oriented.
- Fast learner with an entrepreneurial spirit.
- Willingness and ability to work in a multi-cultural environment and to travel internationally as needed.

Physical Requirements:

Prepared By: Human Resources	Authorized By:
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While performing the duties of this job the employee requires mobility, the ability to distinguish letters, numbers and symbols as well as hand/eye coordination. The employee regularly sits for long periods of time. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee regularly uses office equipment such as multi-line telephone systems, fax machine, copy machine, calculator. Employee will regularly use a computer for extended periods of time. The employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All of the above job duties may be changed/modified/deleted at any time by the Company; any other job duties may be assigned as needed.