

Career Opportunity

Workforce Management Agent (On Contract)

JOB SUMMARY

The **Workforce Management Agent** is responsible for the management of the Workforce Management System, associate staffing, scheduling process and assisting the analyst with related reports and policies. This role must have analytical and communication skills to work with our Customer Operations partners to achieve operational excellence.

MAIN RESPONSIBILITIES

- ❖ Manage and maintain the workforce management system, business rules, inputs, and outputs.
- ❖ Knowledge and experience with workforce management systems to properly manage and maintain staff schedules for over 100 employees.
- ❖ Develop and produce schedules that maximize the operational performance for multi-channel operations.
- ❖ Analyze, improve, and run staffing scenarios to recommend staffing and scheduling to ensure optimal coverage for service level goals.
- ❖ Develop and utilize other analytical methods to coordinate with the Workforce Management system to improve accuracy of the forecast.
- ❖ Manage Workforce Management intra-day performance reports. Recommend and implement schedule changes as needed. Make real-time decisions on behalf of Senior Leaders to adjust staff schedules.
- ❖ Approve time off to include vacations, appointments, meetings, and training in conjunction with management.
- ❖ Approve and recommend optimal scheduling mix for all events and training.
- ❖ Own and maintain all Workforce Management staffing and scheduling policies and procedures.
- ❖ Lead weekly planning meetings with operations management providing recommendations on changes to forecasts/schedules to meet contact center service goals.
- ❖ Lead and facilitate weekly staffing calls with Senior Level Managers.
- ❖ Acts as a liaison amongst all multichannel leadership to manage, monitor and coordinate for staffing, training, overage/shortage, changes of breaks/lunches, overtime, and time off needs.
- ❖ Creates and maintains a scheduling database which demonstrates availability of Staff on a daily, weekly, and monthly basis.
- ❖ Prepares, assigns, and communicates schedules based on forecasts and allocations from Workforce Management projections.
- ❖ Produce reports from the Workforce Management system as requested by management.
- ❖ Generating reports utilized in the decision-making process within the call center environment as well as other areas of the company.

- ❖ Working with many sets of data in an undefined environment and suggesting ways and methods of improving the efficiency of multichannel operations as well improvements in customer' experience.
- ❖ Assessment of data and generation of related hypotheses and recommendations.
- ❖ Understanding of all call center KPIs, sales metrics, and systems used to generate and track these figures including the equations used to derive specific calculations.

MINIMUM JOB REQUIREMENTS

- ❖ Minimum of three (3) years Call Center forecasting and scheduling experience including but not limited to:
 - Ability to perform basic and complex math functions
 - Strong organization, communication and negotiation skills.
 - Knowledge of ACD and WFM tools, administration and equipment.
 - Demonstrated experience in effectively interpreting and communicating information to individuals and groups at all levels within the organization.
 - Must be able to work flexible schedules as necessary to accomplish objectives, goals and projects.
 - Ability to analyze and accurately interpret data.
 - Proficient PC skills (Microsoft Office)
 - Ability to work independently as a team player, while using discretion in decision making and sound judgment in problem solving.
 - Ability to prioritize multiple tasks
 - Ability and desire to continuously learn and expand responsibilities.
 - Detail oriented, with a high degree of accuracy.
- ❖ Excellent communication skills, with the ability to communicate effectively with clients, stakeholders, and team members.
- ❖ Strong customer service orientation, with the ability to manage customer expectations and resolve issues effectively.
- ❖ Ability to work in a fast-paced environment and to manage multiple priorities simultaneously.
- ❖ Strong computer skills, including proficiency in Microsoft Office and contact centre software.

INTERESTED CANDIDATES CAN FORWARD CV TO:

AMPLIA Human Resources at: vacancy@amplia.co.tt no later than **May 18, 2023**



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