

## **POSITION DESCRIPTION: Coordinator, Workforce Management**

### **OVERALL ACCOUNTABILITY:**

The Coordinator Workforce Management will be responsible for providing specialized knowledge relating to workforce scheduling and service level management for the Contact Centre. This role will focus on creating a positive experience for our clients while maintaining efficient Contact Centre operations to meet business needs.

### **Key Responsibilities**

- Track, analyze, and report Contact Centre and agent performance with reports through Avaya/CMS phone system
- Analyze call volume for accurate short- and long-term forecasting, scheduling, and to meet established service level goals
- Analyze past, current, and anticipated call data trends to plan and propose staff scheduling adjustments
- Work with existing schedule software (Verint Impact 360) to create schedules for the National Call Centre through the preparation of accurate and timely intraday agent staffing reforecast
- Monthly reporting for external clients on service level targets and forecast
- Monitor and identify abnormalities with regards to call volume, average handle time, schedule adherence and agent activity
- Provide workforce reporting
- Manage proactive approval and denial of discretionary activities, such as vacations, trainings, coaching, lieu time, shift trades, attendance, meetings, and other off phone activities
- Lead weekly staffing review meeting with management to provide intraday analysis detailing previous and current week's performance and forecasted performance of remainder of current week and next week, while also identifying risks
- Analyze statistics and make recommendations to Senior Management regarding staffing requirements
- Liaise Operations and opportunities for optimizing scheduling practices
- Works closely with Senior Management, Managers and Supervisors
- Perform other duties and assignments as directed

### **Qualifications and Skills**

- Knowledge of WFM software-Verint would be an asset
- Knowledge of Avaya CMS an asset
- At least 3 years of workforce management experience
- Excellent working knowledge of using workforce management tools
- Strong knowledge of computer applications required to produce metric reporting
- Strong mathematical, analytical and organization skills

**Other qualifications/skills**

- Proficient in MS Word, MS Excel, MS PowerPoint
- Good communication skills
- Solid knowledge of call centre principles and call centre metrics/reporting
- Ability to work flexible hours, including weekends