MAJOR FUNCTION
This is responsible professional and technical work analyzing call center volume, productivity, and patterns to optimize staffing levels and scheduling to meet all performance goals and service levels as designated by the Call Center Manager. This position works independently using the forecasting tool to predict possible service level issues, and schedule call center employees to ensure customer satisfaction. An employee in this class must possess a familiarity with standard concepts, practices, and procedures of customer operations. Relies on erlang table B to predict and schedule employees to meet service level requirements. Performs a variety of technology tasks associated with Call Center technology. This position works under the general supervision of Call Center Management. Work is reviewed through goal attainment and daily fact based reporting. Inspection for accuracy through internal controls and by results obtained is critical.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
This position Workforce Management software and metrics. Maintains neutrality in human resources and labor utilization. This position conducts real-time monitoring of queues and skill sets (phone, chat, and email), identifying and responding to intra-day trends, and managing agent skill associations. Monitors and analyzes various real-time production performance measurements. Monitors attendance and schedule adherence and adjusts staff allocations based on real-time trends. Processes all schedule adjustments requests to ensure appropriate staffing for call volume projections. Recommends adjustments to schedules and shifts to ensure call volume and arrival patterns are adequately staffed for both a short-term and a rolling three to six-month planning horizon. Processes short term management requests for modifications of scheduling events (meetings/training, etc.). Works closely with staff members, management, other departments, vendors and the Quality Assurance department to ensure proper configuration of all associated telephony systems and the accuracy of information being used to build performance counseling. Provides analytical support for projects and helps develop new workflows to increase call flow efficiency. Captures, stores and reports on historical statistics. Provides and creates new hire and department shift bids. Collaborates with Call Center Customer Operations Manager to identify scheduling requirements. Establishes and maintains communication channels to ensure scheduling and resources are met. Provides technical support and management of Call Center assets including phones, computers, software, and Hi-Path. Carefully monitors data input accuracy and schedule adherence using

Other Important Duties
May represent supervisor at meetings to furnish or obtain information. Participates in development/training opportunities as scheduled by supervisor. Reads materials and uses other available avenues to keep abreast of developments generally and specifically related to area of responsibility. Assists in developing policies and procedures for office. Serves on teams and committees as needed. Performs special projects as assigned. Performs related work as required.
DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Knowledge of Microsoft Office Suite, including Excel, Word, PowerPoint. Considerable knowledge of PeopleSoft/CIS and HRMS systems. Knowledge of Kronos and Workforce

Management software, and ACD/Call routing. Ability to effectively communicate verbally and in writing. Ability to do presentations. Skill in data analysis and the ability to capture, store, and report historical statistics. Ability to work cross functionally and interact with all levels of the organization.

Minimum Training and Experience
Possession of a high school diploma or an equivalent recognized certificate and five years of staff, administrative, or professional experience that includes experience in workforce management, call center scheduling, or management information systems; or possession of an associate's degree and three years of the above mentioned experience; or possession of a bachelor's degree in accounting, finance, human resources, management information systems or a related field; or an equivalent combination of training and experience.

Necessary Special Requirement
Must possess a valid Class E State driver's license at time of appointment.

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