

# Workforce Analyst Job Description

---

- Primary point of contact on workforce management policies
- Subject-matter expert on workforce optimization issues
- Ensure service level targets are met; maintain the right headcount, and calculate call capacity
- Responsible for the maintenance and upkeep of scheduling software
- Reporting data management activities around employee scheduling and forecasts
- Improve processes and increase efficiency of operations by recommending necessary changes
- Undertake majority of call forecasting and agent scheduling for the contact center
- Ensure employees' time is accurately recorded by reviewing every timecard in Oracle and I3 or other applicable software
- Resolve errors such as missed punches, meal break adjustments, and correct project code, etc. affecting employees
- Undertake the review and record of time worked against the proper job task code when an employee works overtime within a different cost center
- Adjust total hours worked and any time off (leave) an employee has recorded in Oracle or applicable software
- Responsible for the approval of an employee's timecard in Oracle at the end of each pay period.