



**TITLE:** Workforce Analyst  
**COMPANY:** Superior Contact  
**LOCATION:** Marquette, Michigan

**WORKFORCE ANALYST.** Join the highly customized, innovative team at Superior Contact as a Workforce Analyst in their Marquette, Michigan location. Superior Contact has redefined the contact center for both large and small business to a truly personalized customer experience. Superior Contact handles the unique needs of diverse industries such as energy services, healthcare, non-profit organizations, and telecommunications.

As the Workforce Analyst, you see what it takes to make a company operate efficiently and successfully. You work directly with agent team members, supervisors and management to assign and adjust schedules (shifts, lunches, breaks and training time) to support business operations and client specifications. You're responsible for supporting contact center functions ensuring appropriate agent availability in our 24/7 contact center. To succeed, you must be highly motivated with an exceptional work ethic, a strong drive to solve problems, and ability to inspire your team to be the best they can be. You project a professional company image in person and on the phone; possess excellent and effective organization skills, and a commitment to superior customer service.

#### **RESPONSIBILITIES.**

- Proactively monitor agent availability and utilization, reporting deficiencies to contact center team.
- Monitor the contact center queues to ensure Key Performance Indicators are being met by making adjustments to agent skill sets and schedules.
- Make recommendations to management for staffing increases and reductions to meet demand.
- Forecast workloads to create schedules/shifts to meet multi-media contacts presented in the contact center.
- Prepare daily operating reports for management comparing forecasted vs. actual performance.
- Coordinate overflow coverage with on call, work from home and overflow agents for hours over forecast.
- Position agents and skill sets to meet the demands of the queue for after hour's coverage.
- Work closely with IT department to analyze data to identify trends and perform trend analysis for forecasting purposes.
- Monitor real time agent performance and report performance gaps to supervisory staff.
- Assist management in workforce software evaluations & actively seek out industry best practices for workforce management.

**COMPENSATION.** \$12.50 - \$15.00 per hour based on your experience.

**BENEFITS.** Superior Contact places great value in the Workforce Analyst by offering a comprehensive package of benefits including medical, dental, vision, long-term disability, and life insurance; flex account; 401K with match; paid time off and educational reimbursements.

#### **WHAT YOU NEED TO BE SUCCESSFUL.**

- Associates Degree or directly related work experience, required.
- 2+ years' experience analyzing business metrics or financials.
- 2+ years' experience working in a collaborative environment.
- Ability to learn semi-technical product knowledge & communicate it effectively to desired audience.
- Exceptional written, verbal, social and collaboration skills; highly developed analytic and problem solving skills.
- Exceptional judgement, logic, resourcefulness and creative abilities.
- Ability to prioritize tasks and manage multiple competing priorities.
- Ability to self-manage/adapt in a fast paced, high energy environment with changing priorities.
- Experience and understanding of staffing, queues, and performance measurements.
- Possess excellent Microsoft Excel skills in addition to other programs (Word, Outlook, PowerPoint).
- Ability to work a flexible schedule to accommodate our 24/7 operations, desired.
- Unrestricted right to work in the United States, required.

**NO PHONE CALLS PLEASE.**

**APPLY ONLINE AT** [superiorcontact.sdsjobs.com](http://superiorcontact.sdsjobs.com)

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