

Supervisor WFM

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Company: Concentrix

Location: dubai

Category: other-general

About the job Job Title: Supervisor, WFM Job Description The Supervisor WFM, will be responsible for the supervision of the Real-Time team . This position will maintain the internal policies and procedures, support operations and RTA analysts in identifying trends, providing input on metric improvements, including forecast versus actuals. Job Description: Ensures the successful delivery of WFM support and acts as a liaison between WFM Shared Services and Operations organization. Manage and lead the Real Time Analysts providing coach and feedback on a weekly basis. Active participation in the Forecast and Capacity plan meetings. Lead Real time, Analytics and Reporting processes. Implement strategic planning processes and share best practices inside the teams. Guarantee the accuracy of all WFM processes. Provide climate actions to guarantee a work environment connected to the CNX values. Guarantee that all WFM members are in compliance with WFMU. Candidate Profile Proficient in Excel and other Microsoft Office tools. 2 years' and a solid experience in WFM. Experience with WFM tools (IEX, Verint-BluePumpkin, Teleopti, Calabrio and Genesis), Avaya-CMS. Multi-program / Multi-campaign experience. Ability to multi-task and meet timelines on deliverables. Effective communication skills, both written and verbal. Detail oriented Results oriented. Change Management. Build Strategic Relationships with stakeholders. Quick learner and self-starter.

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