

## New

Ministry

Assisted Living and Social Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

WorkForce Analyst

Requested Class

Job Focus

Operations/Program

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Common Service Delivery

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Supporting the Common Service Delivery Branch, this role is responsible for workforce forecasting, scheduling, real-time monitoring, and reporting for contact centres. It contributes directly to service level attainment and operational performance by aligning resources with business demands through data-driven strategies and cross-functional collaboration.

#### Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

##### 1. Forecasting

- Maintain historical data of monthly queue trends.
- Create forecasting reports based on line areas operational needs.
- Adjust forecasts in real-time based on changing business conditions or emerging patterns.
- Conduct trend analysis using historical performance data, including seasonal trends and special events to make accurate forecasts.
- Identify best forecasting methods by testing and evaluating different techniques to identify the most

effective methods for predicting demand based on specific business needs.

- Forecasting and reforecasting call/workload volume by using historical data and trends to predict future call demand.
- Analyze forecast accuracy using various methods (e.g. Mean Absolute Percentage Error, Root Mean Square Error) to assess the accuracy of forecasts and continuously improve forecasting methods.
- Build contact and staffing requirement allocations.
- Input special day parameters, custom distribution patterns and seasonal updates.
- Generate, analyze, and adjust forecasts to optimize accuracy.
- Copy forecasts and requirement sets across programs or intervals.

## 2. Scheduling/Operational support

- Set and maintain daily and weekly scheduling rules.
- In collaboration with unit supervisors, create and maintain agent schedules based on forecasted demand, agent availability and operational needs.
- Input agent availability and preferences into the scheduling system.
- Maintain fairness history (agent rotation and holiday distribution).
- Enter future and block activities impacting schedule generation.
- Maintain staffing and set limit tables.
- Generate and simulate schedules based on forecast requirements.
- Optimization through continuously improving scheduling processes to maximize efficiency while maintaining agent satisfaction.
- facilitate meeting scheduling and bid management
- Review and process change requests and schedule trades.
- Unit change management of agents through on-boarding, off-boarding in conjunction with unit processes
- Training support of agents and supervisors in WebStation functionality in coordination with unit specific goals and parameters.

## 3. Real Time Analysis

- Simulate schedules in response to dynamic operational changes.
- Apply and manage upcoming activities in real-time.
- Monitor intraday metrics, adherence factors, and agent states.
- Exclude agents from adherence tracking when necessary.
- Conduct real-time adherence and performance analysis.
- Support agents with trade requests and schedule adjustments.
- Communicate identified staffing-level concerns through appropriate channels

## 4. Reporting & Analysis

- Collect real-time and historical performance data from WFM systems (e.g., NICE IEX) and review for consistency with CXone data.
- Develop and maintain dashboards to track daily, weekly, and monthly KPIs.
- Generate reports on metrics such as call volume, AHT, service levels, adherence, occupancy, and forecast accuracy.
- Conduct trend analysis and identify performance issues to inform operational decisions.
- Collaborate on forecast planning, capacity optimization, and staffing strategies.
- Prepare reports and presentations for CSD management team

## Problem Solving

Typical problems solved:

Reporting to the Workforce Management Supervisor, this position works independently to create reports and analyze discrepancies and variances between forecasted and actual volumes. The position also provides data to identify and address imbalances in staffing and workload distribution to improve overall service delivery. It further involves monitoring and investigating queue performance irregularities to support consistent service levels and efficient day to day operations. The analyst applies sound judgment in selecting and adjusting reporting parameters to generate an accurate reflection of contact centre performance and support informed operational decisions.

Problem solving begins with in-depth knowledge of the WFM software, training guides and training courses. CSD is the first within GoA to launch the NICE WFM software in collaboration with Technology and Innovation ministry. There are no other experts within GoA at this time.

Types of guidance available for problem solving:

The analyst has access to historical data, forecasting models and process documentation to provide recommendations for management decisions. The role also benefits from guidance and support from their supervisor, particularly when navigating complex problems or refining analytical approaches to improve contact centre operational outcomes.  
Limited access to NICE vendor staff to resolve WFM software issues. Technology and Innovation provide overall Administrator access to WFM.

Direct or indirect impacts of decisions:

The analysis of the reports provided by this position directly impact the efficiency and effectiveness of staffing through accurate forecasting and resource allocation. These reports can influence decisions related to queue performance, service levels, and the ability to meet operational timelines. Indirectly, they affect long-term planning, budget forecasting, and the organization's capacity to respond to changing service demands.

## Key Relationships

Major stakeholders and purpose of interactions:

This position interacts daily with operational teams to provide data-driven insights and support queue management. It consults directly with the Workforce Management Supervisor and other program leads to address issues related to forecasting, staffing, and performance. Weekly interactions may occur with Program Supervisor and Manager to troubleshoot discrepancies and align on strategic priorities. Additionally, interactions with external partners or vendors may occur to resolve escalated system issues on performance analysis.  
Interaction with Technology and Innovation Contact Centre Support Analysts and Supervisor  
Consultation with vendor, NICE WFM

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)			

If other, specify:

4 year degree plus 2 years progressively responsible experience. Equivalencies considered as per MRS

Job-specific experience, technical competencies, certification and/or training:

A strong understanding of contact centre operations is essential, including both inbound /outbound call handling and administrative support functions, to ensure analysis and reporting are aligned with day-to-day operational processes. Knowledge of workforce management tools, including forecasting methodologies, queue performance analysis, and resource allocation strategies. Requires the ability to multi-task and prioritize work based on competing operational demands and limited resources. Requires strong computer skills, including proficiency in data analysis tools and the ability to navigate multiple systems simultaneously while troubleshooting basic system issues. Requires effective communication and collaboration skills, along with the ability to work independently and provide analytical support to operational teams.  
Must have working knowledge of SharePoint and Teams  
Expert knowledge of NICE Workforce Management software  
Working knowledge of CXOne contact centre software  
Intermediate to advanced Excel skills  
Understanding of statistical analysis  
Experience in identifying trends and patterns

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		

Systems Thinking	○ ○ ● ○ ○	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	Troubleshoots issues and engages with internal and external stakeholders to seek and identify solutions. Actively participates or leads initiatives that streamline and improve workforce management delivery functions.
Build Collaborative Environments	○ ● ○ ○ ○	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	This position works collaboratively with other Work Force Analysts to leverage the skills and knowledge of their colleagues and to coordinate effectively for service levels and outcomes. They are able to communicate effectively.
Develop Self and Others	● ○ ○ ○ ○	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> <li>• Creates development plan with supervisor and seeks feedback</li> <li>• Reflects on performance to identify areas of improvement</li> <li>• Offers knowledge and</li> </ul>	This position must continuously learn and stay current with new system updates and enhancements, as well as service industry standards. They share knowledge with others and support knowledge transfer to program area

		insight to others • Supports career development of direct reports	staff and leadership as needed.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines	This position provides suggestions and recommendations for delivery enhancements, emerging trends and issues. They are able to work within a fast paced and evolving environment and use effective communication to seek clarification and understanding.

### Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

023PS36 Technology Development Officer  
 023PS68 Research, Planning and Policy Analyst

### Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____	_____	_____
Employee Name	Date yyyy-mm-dd	Employee Signature
_____	_____	_____
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
_____	_____	_____
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature