New

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Workforce Management Supervisor

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

EFS, 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:

This role leads the execution of workforce forecasting, scheduling, real-time monitoring, and performance reporting. The Supervisor ensures that workforce management (WFM) strategies are effectively implemented by guiding a team of coordinators and collaborating across departments. Through data-driven decision-making and proactive resource alignment, the role plays a critical part in achieving service level targets and enhancing operational efficiency. The role provides data analysis and reports to management, senior management, and Executive Directors.

Responsibilities

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

1. Team Leadership and Development
- Supervise daily activities of the coordinators ensuring accurate scheduling, forecasting and real time adherence monitoring.
- Provide coaching training and performance feedback to support coordinator growth and effectiveness.

- Proficient in employee relations, with expertise in interpreting Master Agreements, applying HR policies and directives, and managing disciplinary processes.
- Participate in planning meetings and contribute to strategic decision making.
- Lead initiatives to improve scheduling efficiency, reduce shrinkage and optimize workforce utilization.
- Foster a collaborative and inclusive team.
- Leads change and encourages staff to contribute to continuous improvement.

2. Performance Oversight and Compliance
 - Monitor service level performance and escalate risks or deviations proactively.
 - Conduct audits of scheduling and adherence data to ensure accuracy.
 - Ensure compliance with labor laws, master agreement and policies in scheduling practices.
 - Collaborate with stakeholders and system administrators to resolve issues and support future initiatives.
 - Track and analyze key performance indicators (KPIs) across departments.

3. Strategic Analysis and Continuous improvement
- Prepare and present workforce metrics, trends, and recommendations to senior management.
- Support implementation and optimization of WFM tools, processes, and technologies.
- Ensure adherence to regulatory and internal standards, and drive continuous improvement.
- Identify opportunities for process improvement and lead initiatives to improve efficiency.
- Ensure training materials are up to date and training is conducted appropriately.

4. Collaborative Planning and Partner Enagagement
- Collaborate with Supervisors, managers, HR, and EFS ministry and other stakeholders to align workforce plans with business needs to resolve issues and support future initiatives.
- Liase with external partners and vendors to address escalated system issues impacting performance analysis and service delivery.
- Represent the branch on cross ministry project management work.
- Contribute to system upgrades and enhancements that improve workforce management capabilities.
- Monitor progress against collaborative goals and adjust plans as necessary to respond to changing priorities or conditions.

Problem Solving

Typical problems solved:

Reporting to the Manager, this position oversees the analysis and reporting of workforce data to support operational excellence:
- Provide front-line leadership in troubleshooting workforce management issues for WFM Coordinators and branch operations.
- Monitor forecast accuracy and investigate discrepancies in volume and queue performance.
- Guide the team in resolving real-time operational challenges.
- Apply sound judgment and analytical insight to ensure reporting tools are accurate and reflect operational realities.
- Enable informed decision-making that maintains service levels and optimizes resource deployment across the branch.
- Addresses employee relations issues, including conflict resolution, performance concerns, and disciplinary actions in alignment with HR policies and collective agreements.
- Manages workforce planning, recruitment, and retention efforts to ensure operational efficiency and team stability.

Types of guidance available for problem solving:

The Supervisor uses historical data, forecasting models, and process documentation to guide operational

decisions and support WFM Coordinators. They troubleshoot complex issues, investigate performance gaps, and ensure accurate reporting to reflect contact centre realities. By refining analytical approaches, the Supervisor provides actionable suggestions and feedback that help maintain service levels and optimize staffing decisions. Collaboration with leadership and front-line teams ensures solutions are both strategic and actionable.

Direct or indirect impacts of decisions:

Directly, they influence a business unit's staffing efficiency, service levels, queue performance, and the ability to meet operational timelines through the reports generated by the team. Indirectly, these decisions shape long-term planning, budget forecasting, and the branch's ability to respond to changing service demands. By ensuring the accuracy and relevance of workforce data, the Supervisor supports informed choices that drive both immediate results and strategic outcomes.

Key Relationships

Major stakeholders and purpose of interactions:

The Supervisor engages daily with operational teams to share useful data and help guide queue management decisions. They consult with the Management and program leads to resolve forecasting, staffing, and performance challenges. Weekly collaboration with Program Supervisors and Managers ensures alignment on strategic priorities and resolution of discrepancies. The role also involves liaising with external partners or vendors to address escalated system issues impacting performance analysis and service delivery, while contributing to future initiatives and system upgrades that enhance workforce management capabilities.

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 four years progressively more responsible experience. Equivalencies as per MRS.

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

The ideal candidate brings supervisory experience and a strong understanding of contact centre operations and Workforce Management practices, including forecasting, scheduling, and real-time management. They are skilled in WFM software (e.g., NICE), proficient in Microsoft Office, and capable of leading teams in fast-paced environments. Strong communication, analytical thinking, and attention to detail are essential to drive performance and support operational goals.
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 A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ○ ○ ◉ ○	Integrates broader context into planning: • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through	This position must maintain great awareness of systems impacting contact centre delivery and its resource needs including trends in resource availability, client needs, program delivery, policy and legislative changes.

		Description	Position Application
		• strategy • Addresses behaviours that challenge progress	
Develop Self and Others	○ ○ ○ ○ ◉	Champions development and learning in all groups: • Actively learns about the broader organization • Brings others together to identify issues and successes, and takes a systems thinking approach • Champions development and leadership building	This position champions ongoing learning with direct reports to ensure technical skills and emerging systems are understood and incorporated into workforce planning and forecasting. Remains connected with colleagues and partners across the enterprise.
Creative Problem Solving	○ ○ ○ ◉ ○	Works in open teams to share ideas and process issues: • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization	The supervisor collaborates with direct reports, program partners, and stakeholders to resolve issues, and to identify and mitigate barriers. They are highly knowledgeable of the contact centre framework and the appropriate pathways for approvals and decision making.
Agility	○ ○ ○ ◉ ○	Proactively incorporates change into processes: • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices	This position is proactive in maintaining and updating the systems used to deliver workforce management, including the ability to update and enhance workforce management systems as program needs and requirements change. Collaborates with direct reports in developing enhancements and ensures all direct reports and stakeholders are aware of and understand changes before they are implemented.
Develop Networks	○ ○ ○ ◉ ○	Makes working with a wide range of parties an imperative: • Creates impactful relationships with the right people • Ensures needs of	This position must work effectively with multiple program areas including those who are onboarding to the workforce management tools and processes. They must be

		varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood	able to understand and foresee stakeholder needs and communicate the potential benefits and barriers for onboarding new program areas to the service. Works directly and collaboratively with project stakeholders to ensure projects involving workforce management are completed efficiently and that requirements and scope are understood.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

024PS54 - Program Delivery Supervisor
024PS62 - Workforce Analyst
024PS69 - Business 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