



National Contact Centre Workforce Manager

- ✚ **Front/Back Office Mandate + People Management**
- ✚ **Next Step For Senior WFP Analysts/Supervisors**
- ✚ **Regional QLD location With Generous \$\$ + Benefits**

This role should appeal to seasoned **Workforce Planning Analysts and Managers** who want to take that next step to leading a National Workforce Management team in a fiercely competitive industry.

Ply your WFP expertise whilst enjoying high visibility across a major Australian corporation that houses a sophisticated, multi-site contact centre. Your mandate spans the full front/back office equation in delivering flexible working models whilst improving existing processes and managing a small team to success and overachievement. You will influence and manage stakeholders daily to help them navigate what is a complex and unique Workforce Management environment based on seasonality and several other factors that impact on the business, from small changes to everyday service.

The ideal candidate will profile as someone with strong leadership qualities, MIS reporting wares and stakeholder management skills with a genuine talent for improving operational performance, always applying the highest levels of integrity and reliability to the consulting process. Other ideal attributes include the following:

- ✚ Proven success in the WFM discipline as probably Senior Analyst or budding WFP Manager utilising mainstream enterprise software;
- ✚ Detailed knowledge of the theory, practice and technical aspects of WFM with a track record of "diving deep" in to root cause drivers of demand;
- ✚ Pragmatic understanding of budget impacts and measures related to contact centre operations;
- ✚ Proven ability to influence behaviours of senior executives and key internal/external stakeholders; and
- ✚ Ideally, a strong knowledge of ACD and IVR/NLSR software.

To apply in strict confidence, please click the apply button below attaching a brief resume and covering letter quoting **Ref. No. GJD/ 88059** or call **Glen Duggan** on 61 7 3232 1180 for further information.