

Supervisor,WFM

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Company: Concentrix

Location: Thailand

Category: other-general

Description

- Planning & Scheduling
- Manpower Planning, Scheduling, Transitioning new logos
- Preparing and publishing WBRs, MBRs, QBRs
- Recognize and recommend operational and support improvements for the enterprise
- Collect, analyze and report historical center performance statistics
- Perform various types of analysis around cost & revenue and create charts / reports as required by the business to present various comparative views for decision making

Managing WFM Personnel

Planning & Scheduling

Manpower Planning, Scheduling, Transitioning new logos

Preparing and publishing WBRs, MBRs, QBRs

Preparing PPTs and presentations

Running scenarios and simulations basis requirement

Data reporting to other departments like Finance , IT Operations etc.

Recognize and recommend operational and support improvements for the enterprise

Creating Schedules and lead the weekly scheduling performance review and provide recommendations

Administration of communication to and from Operations and other support departments.

Collect, analyze and report historical center performance statistics.

Understanding of Workload and HC calculations

Perform financial evaluation using actual performances which involves relevant WFM metrics and contractual targets

Provide end to end analysis of financial assessment on weekly basis rolling up to the month

Create accruals for revenues that may have been possibly earned but are not yet recorded in the account

Perform trend analysis considering all relevant WFM metrics impacting the revenue on a weekly and monthly basis

Perform impact analysis of various operational metrics performances to understand the gap between actual / planned revenues at different stages of revenue life cycle

Calculate the positive and negative impact of compensated and non-compensated performance metrics on overall revenue

Perform various types of analysis around cost & revenue and create charts / reports as required by the business to present various comparative views for decision making

Data collection from various data sources to be utilized in performing all key responsibilities and ad-hoc requests from the business

Location:

THA Bangkok - Bhiraj Tower at Bitech, 15th Flr

Language Requirements:

Time Type:

Full time

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