



Reporting to the Manager of Business Analytics and Insights, the Associate Workforce Planning Analyst is responsible for various forecasting, staffing, scheduling, and reporting duties. The position provides analytical support to contact center operations, determines staffing requirements, optimizes the workforce, and reports on operational performance and productivity. Specific areas of responsibility include:

Forecasting

- Generate daily, weekly, monthly, and annual forecasts.
- Review forecast accuracy, and make proactive recommendations to minimize variances
- Build and maintain forecasts for various programs
- Clean forecast data weekly and monthly to maintain forecast accuracy

Staffing/Scheduling

- Recommend proper contact center staffing levels
- Project staffing level shortages and overages
- Track all agent movement and attrition
- Report on agent schedule adherence
- Report on sourcing and attrition impact to the short-term and long-term forecasts
- Maintain accurate account of roster, accounting for sourcing and attrition

Reporting

- Report on performance against service level goals
- Report on agent availability
- Report on contact center shrinkage
- Track and report on agent performance and productivity
- Analyze and report on survey data, including both quantitative and qualitative data

Qualifications

- Bachelor's degree in Business, Economics, Mathematics, Statistics or related field
- Highly skilled critical thinker and creative problem solver
- Ability to thrive in a fast-paced, dynamic environment
- Highly organized and efficient
- Ability to synthesize data from multiple sources into concise business recommendations
- Ability to communicate verbally and in writing across all levels of the organization
- Advanced Microsoft Excel skills
- SQL proficiency preferred, but not required
- Experience with workforce analytics preferred, but not required



Compensation & Benefits

As part of this position, NexRep is offering a competitive compensation and benefits package, which includes the following:

- Competitive salary
- Discretionary bonus based on personal and company performance
- Selection of medical and dental insurance plans, with a generous employer contribution
- 401(k) retirement savings account
- Travel and entertainment discounts
- A fun, casual office environment, located in a vibrant section of downtown Portland, with views of Casco Bay
- Employer-paid, garage parking, available for use 24/7

About NexRep

NexRep leverages a U.S. home-based workforce to deliver world-class customer service and sales. We've developed innovative strategies to deliver the home agent contact center model, focusing on agent operations and sourcing that delivers professional agents who match client's customer profiles. The result has been a fast growing and consistently profitable company, which attracts the best talent and delights clients and agents.

NexRep is a leader in cloud-based, virtual contact centers. We work with world class brands such as AAA Insurance, Drybar, Grubhub, Priceline and various product marketing companies. Unlike conventional call centers, NexRep recruits, contracts and certifies U.S. agents who work from home. This unique partnership allows us to give great work opportunities to those who really benefit from an at-home arrangement: parents, those with physical disabilities, rural communities, and others. In turn, we can take advantage of a domestic workforce that brings tremendous quality and solves problems on the first call.

NexRep's culture is characterized by our start-up feel. We are growing very fast, and we're doing so profitably and debt-free. This is the perfect recipe for a fun, exciting environment. Part of that environment includes the ability to make decisions quickly and as a team, without onerous oversight and red tape. Those who join our team now will be ideally positioned to take on leadership opportunities as we expand. If you have the skills and experience for this role, join us on this exciting journey. This position will be based in our Portland, Maine office.



Please send resumes and cover letters to datajobs@nexrep.com