

A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

Workforce Planner

Division	Community and Environmental Services	Department	Customer Response
Reports To	Workforce and Business Systems Lead	Direct Reports	No

Position Purpose

Support the operational performance of the Customer Service Branch through effective workforce planning and reporting, and the analysis of performance trends and opportunities, to deliver optimal service outcomes.

Key Responsibilities and Outcomes

Operational

As the Customer Service Workforce Planner, you will:

- Ensure optimal resourcing across all channels to achieve required service level objectives through effective workforce planning, forecasting, and scheduling.
- Undertake analysis to identify trends, issues, risks, and opportunities, including making recommendations, and leading or contributing to continuous improvement activities to deliver improved operational outcomes.
- Lead the development, delivery and continuous improvement of operational performance reporting capability for the Customer Service Branch.
- Administer and optimise Customer Service systems (e.g. Genesys), including researching, trialing and implementing enhancements and additional features.
- Establish effective relationships with internal stakeholders, to understand, influence, and provide advice on activities including seasonal factors and campaigns, to improve customer experience outcomes
- Provide reporting and recommendations that support the recruitment, on-boarding and staff development plans of the branch.
- Provide a high level of advice and support across all workforce planning matters, including maintaining a sound knowledge of industry best practice, and the investigation and implementation of new processes and systems to improve service outcomes across the branch.

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.



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Decision Making

Budget - \$Nil

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Demonstrated experience working in a similar role within a multi-channel contact centre environment.
- Strong demonstrated knowledge and understanding of contemporary best practice and technologies.
- Well-developed communication and interpersonal skills, including excellent written and presentation skills, and the ability to engage effectively at all levels of the organisation.
- Substantial problem-solving skills, including the ability to analyse data and trends, and identify and implement service delivery improvements.
- High level of proficiency in information technology, including customer and workforce management systems.
- Excellent time management skills with the ability to produce quality outputs under time pressures whilst managing conflicting priorities.

Qualifications

Certificate level qualification in Call Centre operations and/or demonstrated relevant experience.

This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.