Job Description: Workforce Management Analyst  
Full-Time, Exempt Position

Position Objective: The Workforce Management Analyst works to improve workforce management effectiveness by scheduling, budgeting and forecasting for a fast growing, cutting edge 24/7 crisis intervention, and behavioral health information & referral hotline operation. Successful candidates will also implement and optimize the usage of Workforce Management tools within a multi-channel contact center environment.

About MHA-NYC: MHA-NYC’s Here2Help Connect Division is at the cutting edge harnessing new technologies to expand methods in which consumers can receive clinically sound behavioral health services. H2H Connect operates 14 different crisis hotlines, including the National Suicide Prevention Lifeline, the national Disaster Distress Helpline, and the NFL Life Line, as well as New York City’s LifeNet and New York State’s HOPEline for addictions. H2H Connect continues to grow as new managed care arrangements and new technologies make it possible to reach more people in distress through more channels. H2H Connect already serves over 10,000 people every month and is in rapid expansion mode.

Major duties and responsibilities:

- Provide ongoing Call Center operational analysis, advance planning and scheduling while identifying and implementing changes as necessary to improve the level of quality and efficiency as measured by key business indicators (cost per call, cost per member, service level, occupancy, etc.)
- Identifying and partnering with the customer service lead team to implement innovative labor management practices.
- Develop labor schedules to meet contact volumes and service levels.
- Utilize specialized software tools to manage and determine optimal staffing requirements, staffing counts, optimal work schedules and meet multi system requirements for service level objectives, forecast staffing levels for multiple call center teams.
- Work with the Here2Help Connect leadership team to provide analytical support and recommendations for staffing resources to meet objectives such as service levels, occupancy, cost per call, and other specified call center goals and objectives
- Work with Director of Operations and senior management to accurately forecast call volumes, analyze historical call volume; project budgetary expenses, determine future costing and assist with training scheduling and new hire numbers.
- Analyze call center performance history to determine shrinkage, adherence and occupancy goals as well as optimum off production activities.
- Project staffing requirements to meet service levels by forecasting both short and long term call volume expectations and required staffing
- Balance multiple priorities with little or no direction.
- Identify what resources are required to implement parts of projects and effectively use project plans to focus work and ensure deadlines are met.

Required Skills:

- Knowledge of Call Center management best practices
- Strong Functional analytical skills (budgeting, costing, etc.)
- Strong Forecasting ability (including Chat and Text)
- Process analytical skills in a call center environment
- Ability to create well organized, accurate, and concise material and work documentation for organizational use. Strong knowledge of Microsoft applications including Outlook, Excel, and Access with the ability to create and maintain databases.
- Strong hands on knowledge of work force management tools and the ability to maintain them
- Knowledge of Word and PowerPoint and the ability to use them to present to both internal and external contacts.

**Qualifications:**

BA/BS degree or equivalent experience required. 3 to 5 years prior experience in a Call Center Operations environment. Relevant functional project based consulting experience. Call Management System experience.

**How to Apply:**

Interest applicants should sent cover letter, resume and salary requirements to Nikki Hoang at NHoang@mhaofnyc.org

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.