



POSITION OVERVIEW

Job Title: Workforce Management Analyst
Department: CORE
Reports to: Manager, CORE
FLSA Status: Exempt
Location: Remote, USA
Approved By: Christopher Derikart
Role: Individual Contributor
Shift: Friday – Monday 7a – 5:30p Eastern

PRACTICE OVERVIEW

Radiology Partners is the largest and fastest growing on-site radiology practice in the US. We are an innovative practice focused on transforming how radiologists provide consistently exceptional services to hospitals, imaging centers, referring physicians and patients. With our state-of-the art clinical technology, specialized expertise, access to capital, and retention of top physician talent, Radiology Partners reliably exceeds the expectations of our clients, patients, and partners. We serve our clients with an operational focus, and, above all, a commitment to quality patient care. Our mission is to Transform Radiology.

POSITION SUMMARY

The Workforce Management Analyst will report to the Manager, CORE. The Workforce Management Analyst will perform data analysis and call forecasting to determine required staffing needs based on historical data and call trends. They will also serve as a liaison between the teammates, management, and other various departments.

POSITION DUTIES AND RESPONSIBILITIES

- Analyzes all patient experience operational workflows where inventory and/or call volumes dictate staffing/resources needs: contact center trends (including call volumes and call patterns), front end & back end inventory to forecast workload needed to support various channels
- Provides real-time monitoring and determines workforce management requirements to meet service levels and response time goals for a multi-site operation
- Ensures staffing needs are met through accurate forecasting in support of various business areas
- Maximize resource efficiency, achieve service level goals, and practice goals
- Will work in partnership with the Call Center Manager to manage call queues and call routing
- Processes management requests for modifications of scheduling events (meetings/training, etc.)
- Performs continual analysis of current performance (noting recent historical trends) and conduct real-time re-forecasting to make necessary adjustments in staffing plans
- Produce call volume forecasts on a daily, weekly, monthly and annual basis for a multi-site operation
- Manages changes to scheduling to ensure adequate daily resource coverage
- Analyze PTO submissions and approve/deny based on their effect on operations
- Conduct and communicate bidding process for shift, vacation and holiday schedules, and updating the appropriate databases as needed
- Provides daily/intra-day performance reports to leadership
- Monitor attendance and schedule adherence.
- Analyzes actual results against plan and forecast and recommends interventions where appropriate
- Provides essential input to management team so that staffing plans are based on analysis of historical performance and real-time data
- Provides analytical support for special projects
- Other duties as assigned

DESIRED PROFESSIONAL SKILLS AND EXPERIENCE

- Bachelor's degree with emphasis in business or related field preferred
- 3+ years of Workforce Management experience
- Complete understanding of overall operational activities including phone, email, chat, community and social media support
- Strong understanding of contact center technology is required; this includes call routing, IVRs, scheduling, and Workforce Management technology/solutions.
- Capacity planning experience is preferred
- Ability to perform forecasting in a contact center environment and schedule to those needs is necessary.
- Experience with WFM software (scheduling, performance tracking, reporting) that includes real-time adherence with at least 50 employees
- Strong organizational skills with an ability to effectively manage large amounts of detailed information
- Skills in complex problem solving, judgment, critical thinking and decision-making.
- Experience in qualitative analysis, root cause analysis, quality assurance practices, and problem-solving skills
- Experience in a fast paced, high-pressure office environment.
- Excellent verbal and written communication skills including letters, memos, and emails
- Ability to organize information and have attention to detail and accurately follow procedures.
- Ability to work alone with minimum supervision and with others in a team environment, occasionally under time pressure and on several tasks at the same time.
- Will require flexible shift working, in either the morning, evening or weekend work as needed.
- Ability to work occasionally evenings and weekends to meet deadlines.
- Proficient use of Microsoft Office applications (Word, Excel, Outlook) and internet resources

Physical Activities

Ascending or descending stairs, ramps, .

☒ Never ☒ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments .

☐ Never ☒ Occasionally ☐ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☒ Occasionally ☒ Constantly

Moving about to accomplish tasks or moving from one worksite to another.

☒ Never ☐ Occasionally ☐ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ Constantly

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☐ Occasionally ☒ Constantly

Operating machinery .

☒ Never ☐ Occasionally ☐ Constantly

Operating motor vehicles or heavy equipment.

☒ Never ☐ Occasionally ☐ Constantly

Environmental Conditions

Low temperatures.

☒ Never ☐ Occasionally ☐ Constantly

High temperatures.

☒ Never ☐ Occasionally ☐ Constantly

Noisy environments.

☐ Never ☒ Occasionally ☐ Constantly



Poor ventilation.

☒ Never ☐ Occasionally ☐ Constantly

Physical Demands

Light work that includes moving objects up to 20 pounds.

☐ Never ☒ Occasionally ☐ Constantly

Medium work that includes moving objects up to 50 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ Never ☐ Occasionally ☐ Constantly

I have reviewed this job description, and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date