

WORKFORCE ANALYST

Over two decades of experience have elevated CareNet to being the premier provider of care management services by delivering unrivaled flexibility in serving its members and patients.

CareNet has a singular focus. Deliver creative and progressive healthcare solutions that allow every patient to achieve better health. CareNet continually strives to help client's impact their outcomes by providing consistent, professional and passionate care resulting in an extraordinary track record of high value and progressive solutions. CareNet is a reliable, objective and coordinated resource for our clients and their members, in making informed health decisions.

Our vision to be a leader in the healthcare contact center vertical market, has made it necessary for CareNet to seek an expert **Workforce Analyst** located in our San Antonio office. This is an ideal opportunity for a highly motivated, energetic and experienced **Workforce Analyst** to join and lead in CareNet's growth strategy. You will prepare and produce work volume and staffing forecasts on a daily, weekly, monthly, quarterly and annual basis for workgroups and comparative data on results vs. forecasts. The position will identify opportunities for improvement and recommend solutions by providing workforce management scheduling and load balancing requirements for work peaks and valleys.

This critical forecasting position will constantly make adjustments and recommendations for the optimization of schedules to maximize service and quality. The **Workforce Analyst** will contribute significantly to the company's success and offers a competitive salary with industry leading benefits package to include a company matching contribution 401(k) plan.

Responsibilities listed are representative of the knowledge, skill, and ability required:

- Create reports on historical data and forecasting results from applicable systems.
- Analyze data offering and make recommend solutions for implementation.
- Analyze and develop recommendations for forecasting and scheduling. By using scheduling software, create weekly staffing requirements for each operation.
- Update and maintain operations call volume patterns which accurately validate forecasting methods.
- Utilize staffing requirements and call center schedules to determine required staffing levels to ensure meeting operational commitments.
- Create integrated database tracking tools for staffing shrinkage patterns (vacation, sick, training, etc.) to optimize staffing forecasts.
- Maintain holiday patterns forecasts to ensure effective coverage for holidays

Qualifications are as follows:

- Bachelor's Degree in Business Operations or equivalent education and experience.
- Five (5) or more years successful related forecasting and planning experience, with strong operations background, preferably in a high demand production environment.
- Experience should include building and maintaining complex forecasting models using internal methods and integrating these with proprietary database and related IT resources.
- Experience with leading managers and staff professionals in workforce planning sessions and ability to develop relationships with internal customers and become their single point of contact.

Please email your resume for this job posting to jobs@callcarenet.com.