

# Analyst, PSC Workforce Management

Job ID  
REQ-10076413  
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Мексика

## Сводка

The Analyst, PSC Workforce Management will be responsible for the daily Novartis Patient Support Center (PSC) Workforce Management (WFM) operational execution. The role plays a critical part in the ongoing advancement of the PSC into a premier multi-channel and multi-site patient support center by the monitoring of key enterprise and program service levels and, and monitoring key measures of enterprise, program, team, and associate-level productivity.

## About the Role

#LI-Hybrid

Location: Mexico City, Mexico

Relocation Support: This role is based in Mexico City, Mexico. Novartis is unable to offer relocation support: please only apply if accessible.

The Analyst, PSC Workforce Management will be responsible for the daily Novartis Patient Support Center (PSC) Workforce Management (WFM) operational execution. The role plays a critical part in the ongoing advancement of the PSC into a premier multi-channel and multi-site patient support center by the monitoring of key enterprise and program service levels and, and monitoring key measures of enterprise, program, team, and associate-level productivity.

The Analyst will be a member of the PSC Workforce Management group who will manage the daily operational needs of WFM as the group manages and optimizes multi-site patient support center service levels, productivity, adherence, and scheduling. The role is responsible for their participation in ensuring the WFM group achieves performance goals, meets all project timelines, and embodies the Novartis principles transforming our culture to be more Inspired, Curious and Unbossed.

As an individual contributor role, the Analyst will be responsible for meeting their monthly performance measurements and delivering on their assigned responsibilities. The Analyst is responsible for forecasting volumes in assigned queues, creating associate schedules based on those forecasts, plotting associates into those schedules, onboarding, and off boarding of associates from WFM and applicable systems, overseeing time off tracking and attendance adherence, and performing analysis whenever services levels are at risk.

## Major accountabilities:

- Forecasting intra-day volumes and revising forecasts when actuals do not meet forecasts.
- Ensuring that associates are scheduled properly and that the schedules are being adhered to, including the management of breaks and trainings.
- Closely monitoring support queues for any demand increases and take action to address any service level risks.
- Providing clear root cause analysis of any service level misses
- Onboarding new associates into PSC workforce systems
- Offboarding former associates from PSC workforce systems
- Monitoring attendance and the PTO system to ensure proper staffing levels to plan in any given hour.
- Oversee holiday schedule management.
- Provide information to program management leadership on agent productivity and adherence.
- Identify opportunities for innovative automation, workload balancing, queue management, and process changes to increase predictability of the PSC's ability to meet objectives and goals.

## Required Experience:

- 1-2 years of direct experience in contact center workforce management, specifically, experience in scheduling, skilling, and vacation management.
- 1-2 years of direct experience working with WFM platforms (Verint, IEX, Genesys WFM, etc.), specifically, forecasting in a workforce tool and analyzing call statistics and designing reports
- 1-2 years of direct experience working with ACD platforms (Avaya, Five9, Genesys, etc.)
- Demonstrated analytical, planning, and communication skills.
- Education: Bachelor's degree

## Desired Experience:

- Possess thorough understanding of Contact Center operational activities such as customer support on phone, email, and chat channels in addition to deferred workload capacity planning.
- Direct experience working with CRM platforms (Salesforce)
- Direct experience working in a multi-channel, multi-queue, and multi-site contact center.
- Experience working in a pharmaceutical or healthcare vendor contact center.

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