

# Workforce Management Specialist

**Location:** Rancho Cordova, CA

**Department:** Customer Service

**Employment:** Full Time

## About Our Company

Come work for a great company with strong employee retention and a team of industry veterans with true passion for what they do. GSO, a General Logistics Systems Company, is a leading regional delivery carrier providing Priority, Ground, and Freight services throughout the West since 1995. Thousands of companies across all industries rely on GSO, a General Logistics Systems Company to deliver time-critical packages and documents every day. We're looking to expand our team with like-minded professionals.

## Position Summary

The Workforce Management Specialist (WMS) reports directly to the Customer Service Manager. This position is critical to delivering the highest levels of customer experience within each customer interaction. The WMS has a broad role within the Customer Service organization for planning, monitoring and developing programs to advance the call center associates skills.

We are relentless in our pursuit to create a world class experience to every customer. Are you ready to join an exciting and growing organization with competitive rates, health and 401k benefits?

## Responsibilities & Duties

- Work with Avaya Call Management System (CMS) to manage call flow efficiencies
- Manage real - time inbound call traffic to help ensure that service levels are met
- Produce reports according to deadlines
- Ensure sufficient time is planned to support the business needs through training, individual representative development, team meetings, etc.
- Ensure the accuracy and timeliness of data by working: time-off, schedule change, and other request types
- Develops strong working relationships with other groups within the organization to ensure efficient and effective problem solving and issue resolution
- Analyze historical trends of contact distribution, AHT, contacts per hour, agent productivity, etc.
- Perform on-going analysis including tracking and analyzing performance by individual and by team and reporting actual performance to standards; analyze performance trends and impact on goal achievements
- Communicate with management to aid in resolutions to issues affecting Contact Center personnel relating to staffing or scheduling
- Regular and predictable attendance is required
- Performs other job related duties as assigned

**Qualifications Needed:**

- Exceptional verbal and written professional communication skills
- Advanced level of experience with Microsoft Excel
- Excellent time management skills
- Some college required One (1) to three (3) years of related experience required
- Proficient in Avaya CMS application
- Superior demonstrated interpersonal skills to communicate effectively and motivate others.
- Excellent skills in organization, prioritization, time management and handling multiple tasks
- High level of commitment, initiative, vision and enthusiasm
- Decision-making, problem resolution and creative thinking skills
- Must be authorized to work in the United States

**Benefits for Full-Time Employees**

- 401K with employer matching
- Healthcare benefits
- PTO/Sick Leave
- Direct Deposit

**To Apply**

Please email your resume and cover letter to [careers@gso.com](mailto:careers@gso.com)

**EEO Commitment:**

GSO, a General Logistics Systems Company, is an Equal Employment Opportunity (EEO) employer and is committed to a diverse workforce. We welcome all qualified applicants to apply to at GSO, a General Logistics Systems Company and we strive to select the best qualified applicant for each position in our organization. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, gender identity, sexual orientation, religion or other legally protected status, or any other classification protected by federal, state, or local law. GSO, a General Logistics Systems Company complies with all laws and regulations relating to employment discrimination, and are always committed to doing what's right.