

Morocco Jobs Expertini®

Workforce Management Analyst - Casablanca

[Apply Now](#)

Company: TikTok

Location: Morocco

Category: business-and-financial-operations

TikTok is the leading destination for short-form mobile video. Our mission is to inspire creativity and bring joy. TikTok has global offices including Los Angeles, New York, London, Paris, Berlin, Dubai, Singapore, Jakarta, Seoul and Tokyo. Why Join Us Creation is the core of TikTok's purpose. Our platform is built to help imagination thrive. This is doubly true of the teams that make TikTok possible. Together, we inspire creativity and bring joy - a mission we all believe in and aim towards achieving every day. To us, every challenge, no matter how difficult, is an opportunity; to learn, to innovate, and to grow as one team. Status quo? Never. Courage? Always. At TikTok, we create together and grow together. That's how we drive impacts on ourselves, our company, and the communities we serve. Join us. About the Team The Workforce Management team is responsible for planning, forecasting, scheduling and real time resource management of the in-house moderation teams. The WFM team helps establish effective relationships with internal and external partners, builds and optimises moderation business processes, monitors performance, and continuously looks for areas to improve efficiency and maintain high standards of safety. What will I be doing? - Be responsible for the creation of moderation teams' schedules on a regular basis; maximise schedule efficiency and provide a variety of creative schedule options- Recommend optimal shifts to meet SLA requirements- Be responsible for processing and approving vacation requests based on staffing needs - Maintain daily schedule adjustments ensuring timely and accurate updates- Manage intraday staffing levels across multiple teams/queues- Monitor realtime adherence to schedule and call out potential risks, staff shortages and unplanned events to the management and WFM team- Be projecting different scenarios for expected volume

with consideration of utilization, efficiency, and productivity- Working closely with Team Leads and Capacity Planning to gain in-depth knowledge of incoming workflow and forecasts to plan appropriately to achieve operational service goals- Serve as the subject matter expert on workforce management policies and workforce optimization issues- Develop and present analytical reporting, using available data, understanding the needs of stakeholders at differing levels of authority (from moderator to senior leadership) - Be leading continuous improvements on WFM processes/tool/system identifying areas of opportunity to increase operational efficiency

- Bachelor's Degree or equivalent education/experience is preferred.- At least two years experience in Workforce Management, Scheduling and Real Time Management, especially within contact centers, support centers, or workforce-driven productions. Forecasting knowledge is advantageous.- Advanced skills using Microsoft Office (especially Excel), G suite, Power BI or other visualization tools. - Experience working with workforce tools (Aspect, Verint, Nice, Teleopti).- Fluent in English and Arabic. - Preferably, you are aware of local labor laws and regulations regarding staffing planning.- Strong critical thinking skills and ask relevant questions to improve processes and build efficiencies.- You can solve complex problems in creative, sustainable ways.- You excel at operating in a fast paced, evolving, and diverse environment.- You can focus on the here and now while keeping an eye on the future to prioritise work.- You are proactive and self-motivated with the capability to work autonomously and make independent decisions to meet deliverables with minimal oversight.- You are passionate about continuous improvement with a strong desire to continue learning.- Flexible with work schedule, including weekends and holidays (if required).- Possess great interpersonal & communication skills with a passion for working in a team environment.- Outstanding natural communicator, exceptional verbal, written and communication skills in English.Important information:- Flexible with work schedule, including weekends and holidays (if required).- Flexibility to move between projects etc may be required, based on business needs.

[Apply Now](#)

Cross References and Citations:

1. Workforce Management Analyst - Casablanca [Personaltrainerjobs Jobs Morocco Personaltrainerjobs ↗](#)
2. Workforce Management Analyst - Casablanca [JobscareerscentralJobs Morocco Jobscareerscentral ↗](#)
3. Workforce Management Analyst - Casablanca [Warehousejobsnearme Jobs Morocco Warehousejobsnearme ↗](#)
4. Workforce Management Analyst - Casablanca [Realestatejobsnearme Jobs Morocco Realestatejobsnearme ↗](#)
5. Workforce Management Analyst - Casablanca [GhanajobsJobs Morocco Ghanajobs ↗](#)
6. Workforce Management Analyst - Casablanca [Iosjobs Jobs Morocco Iosjobs ↗](#)
7. Workforce Management Analyst - Casablanca [Gurujobs Jobs Morocco Gurujobs ↗](#)
8. Workforce Management Analyst - Casablanca [Respiratorytherapistjobs Jobs MoroccoRespiratorytherapistjobs ↗](#)
9. Workforce Management Analyst - Casablanca [TokyojobsJobs Morocco Tokyojobs ↗](#)
10. Workforce Management Analyst - Casablanca [Neurologistjobs Jobs Morocco Neurologistjobs ↗](#)
11. Workforce Management Analyst - Casablanca [Johannesburgjobs Jobs Morocco Johannesburgjobs ↗](#)
12. Workforce Management Analyst - Casablanca [PortugaljobsJobs Morocco Portugaljobs ↗](#)
13. Workforce Management Analyst - Casablanca [LebanonjobsJobs Morocco Lebanonjobs ↗](#)
14. Workforce Management Analyst - Casablanca [Biomedicaljobs Jobs Morocco Biomedicaljobs ↗](#)
15. Workforce Management Analyst - Casablanca [Jobsinindia Jobs Morocco Jobsinindia ↗](#)
16. Workforce Management Analyst - Casablanca [ThehiredjobsJobs Morocco Thehiredjobs ↗](#)
17. Workforce Management Analyst - Casablanca [Flutterjobsnearme Jobs Morocco Flutterjobsnearme ↗](#)
18. Workforce Management Analyst - Casablanca [DallasjobsJobs Morocco Dallasjobs ↗](#)
19. Workforce management analyst - casablanca [Jobs Morocco ↗](#)

20. **AMP Version of Workforce management analyst - casablanca** ↗
21. **Workforce management analyst - casablanca Morocco Jobs** ↗
22. **Workforce management analyst - casablanca Jobs Morocco** ↗
23. **Workforce management analyst - casablanca Job Search** ↗
24. **Workforce management analyst - casablanca Search** ↗
25. **Workforce management analyst - casablanca Find Jobs** ↗

Source: <https://ma.expertini.com/jobs/job/workforce-management-analyst-casablanca-morocco-tiktok-3adebf22c1/>

Generated on: 2024-05-06 by Expertini.Com