



**Junior Executive (Team Leader) -
Workforce Management Specialist
Alternate Channels : Call Centre Department**

**DO YOU EMBRACE
PERSEVERANCE, DISPLAY
RESILIENCE, AND BELIEVE THAT
COLLECTIVELY**

we can foster growth and progress together?



You should ideally

- possess a minimum of 04 years of overall experience in a call centre. Need to have a proven track record of achieving performance targets.
- possess a full or part professional qualification acceptable to the bank
- be proficient in advanced Excel (formulas, pivot tables, VBA) and capable of analyzing call center metrics (AHT, SL, shrinkage) for accurate forecasting and scheduling and interpret trends, create reports on call volume patterns, and service levels
- have experience in creating basic dashboards using tools like Excel, Google Sheets, or Power BI to visualize key metrics
- identify inefficiencies, manage real-time staffing adjustments, and simulate staffing models with "what-if" analysis
- be familiar with or open to learning advanced WFM tools (e.g., NICE, Verint, Genesys) to ensure future scalability

You will be responsible for

- workforce planning to ensure the workforce is aligned in terms to meet department KPI's & utilizing workforce management tools to track and analyze key performance metrics
- forecasting Call Volume by analyzing historical data and trends
- develop long-term and short-term staffing plans based on the forecasted call volume and other influencing factors (holidays, promotions, etc)
- scheduling and managing rosters and data in real time to ensure efficiency
- continuously track key metrics like service levels, wait times, and handle times to ensure adherence to schedules and that performance targets are being met
- implementing strategies to address performance gaps and enhance productivity
- utilizing workforce management software and tools to streamline processes
- staying updated on industry best practices and technological advancements in workforce management

respective of other characteristics that make our employees unique. Any form of canvassing is discouraged.

Correspondence will only be with the short-listed candidates.

Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com

with the post applied for in the subject by 11 April 2025.

Chief Human Resources Officer, DFCC Bank PLC, 73/5, Galle Road, Colombo 03