



## WFM Consultant Job Description

Solid Rock Consulting is a management consulting firm specializing in Workforce Management consulting. We identify high value opportunities, addressing critical challenges, and transforming the way contact centers do business.

### Role and Responsibilities

- The two main functions of the WFO Consultant role is to:
  - (1) Follow up with potential customers on our WFM consulting professional services
    - WFM consultant will create & send business proposals
    - WFM consultant will be responsible for managing our CRM tool
    - WFM consultant will manage and & grow existing book of business
  - (2) Deliver WFM application training.

### Skillset

- 3+ years of experience working in a call center environment.
- Driven, independent self-starter with flexibility to the changing schedules of customers needs.
- Able to communicate, document and provide system and industry specific knowledge to customer.
- Develop and deliver best practices and visual aids for end users
- Provide product demonstrations
- Collaborate with consultants, trainers, engineers and sales teams
- Strong written and verbal communication skills
- Experience identifying business problems and proposing effective resolutions
- Able to learn new technology and/or product enhancements
- Must be organized and able to commit and deliver according to timelines
- Able to work independently but must be a team player
- Must be able to travel up to 30%
- Must reside within an hour of an airport.
- **Currently working as a Workforce Analyst in a contact center including: forecasting, planning, scheduling, intraday, reporting on the Verint Workforce Management 11.x and/or 15.x is a PLUS**