



Job Description

Job Title: Capacity Planning Manager

Department: Client Services

Reports To: Chief Customer Officer

Seniority Level: Senior-level

Employment Type: Full-time

SUMMARY

6Connex has an exciting opportunity for a **Capacity Planning Manager (CPM)**. The CPM ensures that the right resource is available when required to create successful customer programs. They have the overall responsibility for determining the capacity required to meet fluctuating demands and understands how the business operates in order to plan for future capacity requirements. The CPM assigns work and undertakes planning to ensure milestones are met while optimizing production efficiency and costs. They also provide expertise and support for new initiatives that require changes to staffing plans and perform scenario analyses to determine the cost/benefits of these initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Analyze appropriate information and data in order to prepare schedules, plans and forecasts for worldwide internal and outsource partner service delivery teams.
- Create capacity plans which meet business targets, optimize production efficiency, costs and customer experience.
- Collaborate with internal stakeholders in order to prepare schedules, plans and forecasts.
- Analyze program features and services specifications in order to estimate labor requirements.
- Assign resources and perform continual analysis of current performance to make necessary adjustments in staffing plans to achieve program milestones.
- Assess existing capacity and perform scenario analyses to determine cost/benefits and create future forecasts.
- Communicate plans and forecasts to internal stakeholders and review plans to ensure efficient resource utilization.
- Reconcile variances from original plans and maintain a view of actual against forecast projections.
- Determine mid- and long-term FTE requirements by role and function.
- Review systems and methods to continually improve forecasting methodologies and resulting staffing plans.

QUALIFICATIONS AND REQUIREMENTS

- Proven record with 5+ years of experience in building forecasting models and capacity plans in a service based organization.

- Ability to communicate effectively at all levels, including senior management.
- Success in meeting plans with a mix of internal and outsource partner teams.
- Excellence in problem solving and ability to develop action plans to resolve problems and issues.
- A high level of accuracy and attention to detail is required.
- Self-motivated, proactive team player with innovative ideas.
- Ability to work a flexible schedule to support worldwide teams.
- Effectively collaborates with a variety of cultures.
- Diplomacy, tact, and poise under pressure when working within tight timelines.

LOCATION

This position is remote; however, you should be located in a US time zone. We offer competitive compensation, great career growth potential and competitive benefits.