



Job Title: Contact Center Workforce Management Specialist

Location: Budapest, Hungary

Department: Member Services

Reports to: Contact Center Manager

Language Requirement: English

Job Description:

Provide the highest level of customer service to our customers and Wellness Advocates by forecasting volumes and ensuring adequate staffing is available to handle customer contacts during business hours.

Job Responsibilities:

- Forecast call, chat, and email volume for respective market
- Analyze historical and real-time contact trends
- Provide management with reports identifying actionable agent and market data
- Generate and publish agent schedules
- Optimize shift events to maximize staffing
- Provide real-time staffing management
- Provide monthly staffing recommendations
- Assist in Workforce Management projects

Job Qualifications:

- Works effectively alone and with a team
- Critical and analytical thinker
- Detail oriented
- Extremely self-motivated and proactive
- Ability to prioritize projects and adhere to deadlines
- Strong computer and software skills

To apply for this position please send you CV to hungaryrecruiting@doterra.com along with your preferred salary, possible start date, and what position you are applying for.