



Waterfield Technologies

Waterfield Technologies has been at the forefront of designing innovative customer service solutions since 1984. As a leading provider of contact center technologies, we understand that customer expectations evolve at lightning speed. We specialize in delivering the latest in intelligent products and transformation services enabling our clients to create the best customer experiences- today.

2020 has been a year of transformation and exceptional growth for Waterfield. To support this growth, we are expanding our team and hiring for the position of Workforce Optimization Consultant

Workforce Optimization Consultant

The Workforce Optimization Consultant position fills a vital role within our team supporting a variety of professional services initiatives and reporting directly to the Workforce Optimization Lead. You'll be key in configuring new and existing client implementation strategies including customer consultations, platform configuration, test plan reviews, business process analysis and training to support the overall project delivery.

If you're ready to grow your career in an energetic, customer obsessed environment- Waterfield may be looking for you!

Responsibilities

- Configure new and existing client system platforms for Workforce Management, Quality Management and Performance Management Solutions for various vendors
- Coordinate and execute day to day activities of the project, track progress and communicate issues/risks to ensure successful system delivery
- Consult with customers to offer Best Practice solutions for their unique business needs
- Review test plans, documentation of user needs and business specifications during planning and implementation of new system
- Analyze existing systems and business processes in order to guide clients through a seamless transition
- Develop and deliver both in-person and web-based training presentations for clients
- Provide technical support to the sales team by providing prospective customers with product and solution advice during pre-sales discussion
- Manage and resolve client issues as they arise during and after the project

Desired Skills and Experience

- Minimum of 1-year experience working with Workforce Optimization Suites
- Relevant Calabrio and/or Teleopti Certification in Workforce Management and Quality Management is required- Aspect and Genesys are a plus
- Strong analytical, communication and documentation skills
- Experience working independently without daily supervision
- Ability to multitask between different projects and clients
- Creative and visionary problem solving
- Project management experience is a plus
- Training experience is a plus
- SQL knowledge is a plus

Travel

- Remote position with minimal travel
- Travel may be needed for consultation and/or product training