Human Resources
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Workforce Analyst

JOB CODE	JOB FAMILY	PROFILE
JCP245	**Business Services & Support**	**Workforce Analyst**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$25.97 - $41.04**	**March 27, 2026**

The Workforce Analyst performs technical and complex duties related to workforce scheduling and roster systems. Serves as the primary point of contact for all scheduling system entries, ensuring data is accurately entered, maintained, and validated to support effective management reporting. Monitors scheduling data in alignment with policies, procedures, and departmental guidelines. Supports 24/7 departmental operations, including shift work, extended hours, on-call coverage, and weekend schedules as required by business needs.

Job Description

DUTIES AND RESPONSIBILITIES

- Serves as the primary contact for all scheduling and roster system entries, including leave notifications, emergency backfill requests, and tracking roster assignments.
- Receives and processes workforce leave notifications via phone or electronic communication while maintaining confidentiality and discretion.
- Enters and audits workforce data to ensure timely and accurate reporting in accordance with applicable policies and guidelines.
- Analyzes and reports on scheduling vacancies, including short-term and long-term gaps, and provides timely updates to management.
- Prepares and publishes accurate reports to support oversight of overtime, absences, and staffing levels.
- Verifies and reconciles leave accruals and other related workforce data.

- Drafts reports, memorandums, and correspondence for supervisor review and approval.
- Handles sensitive and confidential records and information with discretion and in accordance with confidentiality requirements.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Bachelor's degree in Business Management, Business Administration, Public Administration, or a related field.
- Two (2) years of progressive administrative work experience relating to data analysis, report development or overall department operations.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- This position supports in a 24 hours/7 days a week department; shiftwork will be required and schedules may vary to include extended or on call hours and weekends.
- Schedules, hours, and workdays may vary depending upon departments' business needs.
- All essential duties are performed indoors.
- Duties are performed in a temperature-controlled environment.
- Duties are performed on an even surface, which may be carpeted or tile.
- Working surface is typically dry.
- Worker often works alone both with and without directions from supervisor.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.

NOTE

- You are not required to disclose information about physical or mental limitations that you believe will not interfere with your ability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

MENTAL FUNCTIONS

- Must be able to use reason and judgment in performing duties and responsibilities.
- Must be able to organize and prioritize numerous tasks for self and for others.
- Must be able to analyze data, procedures and make recommendations.

PHYSICAL FUNCTIONS

- Work is primarily sedentary, with opportunities to stand/walk as needed typically being available throughout the workday.
- Must be able to bend at the waist and twist/rotate occasionally.
- Must be able to work with arms bent or extended away from body or overhead and be able to push/pull with arms as needed.
- Must be able to crouch and kneel occasionally.
- Must be able to use hands and fingers in order to grasp/manipulate various equipment and materials needed to perform duties and responsibilities.
- Must be able to coordinate use of hands and eyes in operation of equipment such as calculator, telephone, keyboard and computer.