Human Resources
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Workforce Analyst Senior

JOB CODE	JOB FAMILY	PROFILE
JCP338	**Business Services & Support**	**Workforce Analyst Senior**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**August 28, 2026**

The Workforce Analyst Senior provides oversight and analysis of varied and complex workforce scheduling and roster practices to ensure efficient and consistent staffing coverage. Delivers schedule and system training, including the design and delivery of training plans and materials. Facilitates focus groups for quality assurance of processes and develops status and outcome reports. Supports departments that operate on a twenty-four hour, seven days a week (24/7) schedule. Scheduled hours and workdays may vary depending on departmental business needs.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides departmental support for all workforce scheduling and roster system entries, including but not limited to confidential and discreet communication regarding scheduling and roster assignments, and conducting audits of entries.
- Reviews, analyzes, and determines operational objectives, including analyzing operational functions, collecting and evaluating data and requirements, and collaborating with the Systems Analysts team to configure or reconfigure scheduling methods. Analyzes data, documents findings, and publishes and issue reports in a timely and accurate manner to meet departmental needs.
- Assists the Load Resource Manager with critical tasks such as business analysis, scheduling support, system resolutions, help desk support, and interpreting and providing metrics to department users on a routine basis.
- Provides guidance and subject matter expertise to department management on the use of the workforce scheduling and roster system.

- Confers with department management and personnel to identify training needs, develops training materials, and facilitates training sessions to support the diverse needs of scheduling and roster system users in alignment with policies, procedures, and departmental guidelines.
- Documents procedures, policies, and operations, including confidential and time-sensitive transactions.
- Drafts reports, memorandums, and correspondence for supervisory approval and review as required.
- Assists with the biennial review and updates of the staffing analysis and implementation plans.
- Performs other job-related duties as assigned.
- ***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 or business administration, public administration, or a closely related field.
- Five (5) years of responsible administrative experience as documented by past employment relating to data analysis, report development, creating and maintaining technical documents and training materials, and facilitation of technical training workshops. OR a combination of post-secondary education and/or experience totaling nine (9) years of responsible administrative experience as documented by past employment relating to data analysis, report development, creating and maintaining technical documents and training materials; facilitation of technical training workshops.

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

SUPPLEMENTAL INFORMATION

ADDITIONAL REQUIREMENTS

- Knowledge of rostering processes and systems in a shift work environment.
- Demonstrated ability to facilitate training workshops and communicate effectively in both oral and written English, to prepare accurate, concise, complete, and informative written materials, and to make effective presentations to small or large groups.
- Must possess excellent computer skills, and background must reflect database and spreadsheet experience.
- Ability to maintain objectivity and confidentiality in dealing with a variety of complex and potentially sensitive projects.
- Effective organizational skills and the ability to effectively handle multiple concurrent assignments and activities.
- Broad knowledge of rules, regulations, and policies applicable in the processing or completion of business details.
- Ability to exercise judgment and discretion in interpreting department policy and in staff supervision matters.

- Ability to carry out complex oral and written instructions to include establishing and maintaining effective working relationships with associates and the public.
- Ability to communicate effectively in both oral and written English.

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 a 24 hour/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 on the department's 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 tiled. The working surface is typically dry.
- Worker often works alone, both with and without directions from a supervisor.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes a telephone, computer terminal, computer printer, computer keyboard, photocopy machine, fax machine, and calculator.
- 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.