

# Senior Consultant, Application Solutions

## Workforce Insight Job Description



### About Workforce Insight

Workforce Insight is a world leader in workforce management and analytics services. We believe in a People First Approach to help our clients and partners optimize and accelerate business results. Our solutions leverage expertise from the best talent across the industries we serve, including Healthcare, Manufacturing, Business and Consumer Services. The workforce management services we deliver utilize a holistic and time-tested approach, addressing Technology, Best Practices and Analytics to help our clients enable and sustain success. Our implementation and optimization services span across workforce management domains, including scheduling & staffing, time & attendance, labor cost & productivity management. Our people and the services we deliver earn world class customer satisfaction ratings unmatched by anyone in the workforce management industry.

### Job Location

Remote/home office, with up to 50% travel to client sites

### Job Summary

The Senior Consultant, Application Solutions works closely with teammates to ensure the maximum value of our clients' workforce management investment is achieved. Specifically, the primary objective for this role is to understand clients' current state and use expert knowledge and best practices to deliver solutions on time, within budget and with exceptional quality. The Senior Consultant, Application Solutions leads large, complex workforce management strategic and implementation engagements and manages these projects to successful completion.

### Job Responsibilities:

- Provides advanced-level knowledge of the core workforce management system- Kronos, Workforce Software, etc. and supporting modules
- Leads all aspects of workforce management configurations, implementations, modifications and upgrades of time and attendance initiatives including gathering and defining requirements, gap analysis, design, development and support
- Participates in and contributes to pre-sales and sales strategies
- Facilitates complex working sessions for both internal and client teams, including defining strategic objectives and tailors these to meet client-specific needs as necessary
- Creates detailed functional and technical design documents, including test plans, test cases, user training documents and implementation documentation
- Experience analyzing complex data or facts and summarizing and presenting findings in a compelling way
- Provides thought leadership to develop new or improved processes, methodologies, systems, tools and/or services to enhance clients' operating environment based on practical experience, optimal outcomes and best practices
- Provides mentorship and knowledge transfer to our consulting base
- Attend to administrative expense tracking and time keeping duties required for billing

### Required Skills & Qualifications:

- Certified in at least one workforce management software and related modules, with at least 5 years of related experience
- 2-3+ years' experience in Human Resources or Payroll systems configuration, development, and support
- Ability to work on complex, fast-paced projects in a collaborative team setting

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- Able to handle escalated issues, understand client needs and tailor solutions and responses to meet these needs
- Excellent written and verbal communicator; able to tailor communication types and styles to audience
- Excellent work ethic, displaying dependability and commitment to both WFI's and the client's success
- Ability to analyze complex data or facts, summarize findings, and present results in a compelling way
- Ability to maintain a spirit of learning with a positive attitude of receiving feedback and ongoing training

### Preferred Skills & Qualifications:

- 5+ years' experience presenting to executive-level audiences
- Experienced in creating strategic communication pieces for executive-level audiences

### Equal Opportunity Employer

*Workforce Insight does not discriminate on the basis of race, color, sexual orientation, religion, national origin, sex, age, disability, genetic information or any other status protected by law or regulation. It is our intention that all qualified applicants be given equal opportunity and that selection decisions are based on job-related factors.*

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