



Cpl Solutions Ltd



#JOB-2431555



Nova atria North, Blackthorn Road, Dublin 18,
D18 F5X2



No of positions : 1



Paid Position



40 hours per week



34000.00-38000.00 Euro Annually



29/01/2026



26/02/2026

How to apply

Application Method :

Not available



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Real-Time Analyst

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Company: Covalen

The Real-time Analyst (RTA) is responsible for real-time and/or intraday management of resources to ensure the correct number of representatives area available at the right times to meet customer demand within established SLAs.

The ideal candidate has previous experience in a fast-paced, high-pressure role in a constantly changing business environment. They will be client orientated, enthusiastic, courteous, assertive, and motivated to take charge of both customer engagement and problem resolution.

Duties and Responsibilities

In conjunction with the WFM Analysts, they are responsible for the administration of the automatic work delivery of teams, attributes, skillsets, and workload.

Adoption and communication of global intraday and scheduling guidelines to stakeholders.

Flagging and managing changes in the team's workload capacity according to resourcing time off and shrinkage.

Maintaining and updating time off trackers, schedule forecasting for weekends and public holidays in line with Market needs.

Work in conjunction with Operations to ensure delivery and work on an action plan for delivery where there are concerns.

Informing content analysts of Weekend instructions based on roster plan.

Collaboration with counterparts for full coverage of service delivery expectations.

Regular syncs with Team Leaders to review Queue performance and formulate action plans for improvements and maintenance.

Enforce real time adherence in all Work Types and Markets within the scope of operation.

Monitor the volume of contacts at interval level, as well as the proper use of activity codes, overall onsite/offsite shrinkage, variations in AHT, and any other real time events.

Provide visibility and reporting capabilities of main KPIs related to intraday and scheduling functions.

Essential Competencies

The suitable candidate must have a passion for delivering, and formidable experience and working knowledge of:

Excel knowledge.

Ability to efficiently work to specified project delivery deadlines.

Excellent Communication & interpersonal skills (Inc. giving feedback)

Excellent attention to detail.

Must be a good team player.

Flexible and innovative.

Excellent English level (spoken & written)

Excellent Time management skills.

Work well under pressure in a dynamic and fast paced environment.

Candidate Experience:

Proficiency in Office Suite, and advanced Excel skills (LOOKUP, INDEX, IFS, Pivot Tables, table arrays, macros)

1+ years of tenure in WFM intraday and scheduling positions.

Proven experience in operating and directly handling a scope of more than 500 FTEs.

Proven experience in scheduling distribution/bidding of more than 1000 FTEs.

Knowledge in managing real time adherence in different lines of business in a multi-skill environment simultaneously (shrinkage, outages, under/overstaffing, etc.)

Knowledge of WFM tools (Aspect, Verint, GENESYS, NICE)

- **Sector:** administrative and support service activities

Career Level

- Experienced [Non-Managerial]