

Position Description

Vacancy Title: **Team Leader - Thai Airways**

Location: **Suva**

Reports To: **None**

Objective

The Team Leader for Thai Airways will lead, inspire, and empower a team of reservation consultants to consistently achieve exceptional performance and customer satisfaction. S/he will be responsible for creating and implementing training and development plans while effectively managing the team's human capital to drive continuous growth and success. The role reports to the Contact Centre Manager.

Outcomes

Organisational Stakeholders

1. Effective Leadership provided to the tem

- Tasks delegated efficiently, with clear deadlines set to ensure productivity.
- Individual and team performance tracked regularly to identify areas for improvement and celebrate successes.
- The performance management process led effectively to address performance gaps, while skills and capability development continuously assessed.

2. Training, Development, and Continuous Feedback

- Training needs identified by working closely with team members
 - development plans maintained to ensure ongoing growth.
- Regular 1-2-1 meetings and team huddles held to provide continuous feedback and coaching, aimed at enhancing team performance.

3. Recognition, Rewards, and Team Motivation

- High performance recognised and rewarded in line with company policies to maintain motivation and a sense of accomplishment.
- Team members' achievements celebrated, helping to inspire and sustain motivation within the team.

4. Collaboration with Other Departments and Operational Improvement

- Collaboration with relevant departments promoted to align people management expectations and drive cross-functional initiatives.
- Operational risks and areas for improvement highlighted to the Operations Manager, with issues escalated to senior management when necessary.

5. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Learning	Develop the competencies of self and others to enhance performance.

Qualifications

Qualification	Discipline	Notes
Preferred		
School Leaving	Year 12 & Year 13 pass	

Work Knowledge and Experience

2-3 years of previous experience in a similar role managing a team preferably in a call centre environment;
 High attention to detail with demonstrated investigation skills;
 Excellent written and verbal communication skills in English are essential
 Good knowledge of MS Office skills is essential
 Ability to manage time and take a proactive approach
 Ability to motivate and work on staff developments
 Integrity, enjoy problem solving and customer facilitation

Requirements

Language Proficiency

Excellent command of English

Regulatory Compliance Requirements

Relevant certifications, registrations, and licenses may be required.

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Relevant Accounts	
	Reservation Consultants	
	Management Team	
External		
	Customers	

Attributes

Behavioural Styles

Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
 Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.
 Integrity Adherence to moral and ethical principles; soundness of moral character; honesty.

Interpersonal Styles

Team Oriented Enjoys being with others as part of a group or team.

Thinking Styles

Analytic Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
 Disciplined/Systematic Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
 Initiative Takes action and makes decisions without the help or advice of other people.

How To Apply

All applications are to be sent via the link below: <https://jobs.hrmonise.com/details/3645/centrecom-fiji/team-leader-thai-airways>

Contact for Enquiries

Contact Name: Ilisoni Ratusai

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 11 Apr 2025