

Position Description

Vacancy Title: **General Manager - Contact Centre (Fiji)**

Location: **Suva**

Reports To: **None**

Objective

The General Manager Operations will be responsible for overseeing all operational aspects of Centrecom. This senior management position will ensure efficient service delivery, maintain strong client relationships, and drive operational excellence while meeting all contractual obligations.

Outcomes

Organisational Stakeholders

1. Operational Leadership

- Oversee daily operations, ensuring all service level agreements (SLAs) and key performance indicators (KPIs) are consistently met or exceeded
- Develop and implement operational strategies to optimize performance, efficiency, and quality of service
- Lead process improvement initiatives to enhance customer experience for all customers/clients
- Manage operational budgets, resource allocation, and capacity planning

2. Team Management

- Lead, develop, and mentor a team of operations managers and supervisors responsible in the respective accounts
- Establish clear performance expectations, conduct regular evaluations, and provide coaching and development opportunities
- Ensure proper staffing levels to meet fluctuating business demands
- Foster a culture of accountability, collaboration, and continuous improvement

3. Client Relationship Management

- Serve as the primary operational point of contact with client
- Build and maintain strong relationships with key stakeholders
- Lead regular business review meetings and prepare performance reports
- Identify and address potential issues before they impact service delivery
- Collaborate with clients and account managers to implement new initiatives or service enhancements

4. Strategic Planning

- Contribute to strategic planning for account growth and service expansion
- Identify opportunities for additional revenue streams and value-added services
- Stay informed of industry trends and best practices in car rental services
- Develop contingency plans for business continuity and risk mitigation

5. Compliance & Quality Assurance

- Ensure compliance with all relevant regulations, contractual obligations, and company policies
- Maintain quality control measures and implement monitoring systems
- Oversee data security and privacy practices related to customer information
- Implement and maintain health and safety standards in all operational areas

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.

Competence	Description
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business Administration, Operations Management	
Desirable		
Masters Degree	Business Administration, Operations Management	

Work Knowledge and Experience

- Strong leadership abilities with experience managing diverse teams
- Excellent analytical and problem-solving skills
- Advanced knowledge of operational metrics, data analysis, and performance optimization
- Strong financial acumen and budget management experience
- Superior communication and relationship-building skills
- Ability to thrive in a fast-paced environment and adapt to changing priorities
- Proficiency with CRM systems, workforce management tools, and Microsoft Office suite
- Results-driven with a commitment to excellence
- Strategic thinker with attention to detail
- Customer-centric mindset
- Strong sense of ownership and accountability
- Collaborative approach to leadership

Requirements

Language Proficiency

- Excellent command of English

Regulatory Compliance Requirements

- Police Clearance

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

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.
- Achiever**: Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- Detail oriented**: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Energetic**: Constantly active and driven to put in effort. Works hard to promote an enterprise.
- Enthusiastic**: Shows high levels of excitement and interest, and expresses positive feelings.
- Innovative**: Devises new and creative ways to do things comes up with original ideas.
- Integrity**: Adherence to moral and ethical principles; soundness of moral character; honesty.
- Punctuality**: Completes a required task or fulfills an obligation before or at a previously designated time
- Reliable**: Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
- Resilient**: Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

- Extrovert**: Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.

Forthright	Speaks out frankly without hesitation, showing a direct manner.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Team Oriented	Enjoys being with others as part of a group or team.
Trusting	Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Challenger	Queries, tests information/beliefs and provokes thought.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All applications to be submitted via below link. <https://jobs.hrmonise.com/details/3723/centrecom-fiji/general-manager-operations-fijiApril2025>

Contact for Enquiries

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Further Contact Information: --

Closing Date: 20 Apr 2025