

## Position Description

Vacancy Title: **Workforce Manager (Fiji)**

Location: **Suva**

Reports To: **None**

### Objective

We are seeking a highly motivated and experienced Workforce Manager to oversee workforce planning, forecasting, and real-time performance management across multiple accounts and centers. In this strategic role, you will be a key driver of operational excellence and serve as the second-in-charge to the General Manager – Operations, playing a pivotal role in supporting the delivery of customer and business outcomes.

### Outcomes

#### Organisational Stakeholders

##### 1. Customer Service Excellence

- Partner with Account Managers, Team Leaders, and other stakeholders to identify workforce risks and deliver proactive solutions.
- Be the front facing lead at client meetings covering all aspects of WFM and liaising with clients on WFMO.
- Analyze and interpret data and trends to provide insights, recommendations, and regular performance reporting to senior leadership and clients.

##### 2. Operational Performance and Problem Solving

- Lead and manage workforce planning across multiple accounts and locations, ensuring optimal staffing and service levels.
- Develop and implement forecasting models, scheduling strategies, and real-time management practices that support SLAs and KPIs.
- Drive continuous improvement initiatives to optimize efficiency, service delivery, and cost-effectiveness across all centers.
- Support business continuity planning and assist in scaling operations for seasonal or project-based changes in demand.

##### 3. Professional Development and Team Collaboration

- Manage and support the Operations team.
- Foster a high-performance, collaborative culture across centers through leadership, coaching, and mentoring.
- Coordinate with HR, Training, Contact Centre Managers and Recruitment to ensure the right resourcing at the right time.

##### 4. Compliance and Leadership Development

- Act as the second in charge to the GM - Operations, contributing to strategic decision-making, reporting, and operational leadership.

### 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.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.

##### Customer

Quality Focus	Deliver quality.
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### Qualifications

#### Qualification Discipline Notes

##### Preferred

Degree	Business Administration, Operations Management
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### Work Knowledge and Experience

5+ years of experience in workforce management, preferably in a multi-site or BPO/contact center environment.

Degree in Business, Operations Management, or a related field is desirable

Lean Six Sigma or similar continuous improvement certification is a plus.

Experience working across different time zones or with remote teams.

Proven experience using workforce management systems (e.g., Verint, Genesys, NICE, Ringcentral, Avaya or similar cloud and on premise).

Strong analytical and problem-solving skills, with an ability to interpret complex data sets and make sound decisions.

Excellent leadership and stakeholder management capabilities.  
Demonstrated experience in acting as a second in charge or stepping into a senior leadership role during periods of transition.  
Exceptional communication skills, both verbal and written.  
Ability to thrive in a fast-paced, evolving environment with a solutions-focused mindset.  
Some travel is required within Fiji

## Requirements

### Language Proficiency

Fluency in both written and spoken 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.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
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

Empathic	Has the ability to understand somebody else's feelings or difficulties.
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.
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 must be submitted via the link below: <https://jobs.hrmonise.com/details/3808/centrecom-fiji/workforce-manager-v-100-May2025>

## Contact for Enquiries

Contact Name: Rahil Chand

Contact Email: [Rahil.Chand@centrecom.com.fj](mailto:Rahil.Chand@centrecom.com.fj)

Further Contact Information: --

**Closing Date: 18 May 2025**