

Position Description

Vacancy Title: **Business Analyst- Nadi**

Location: **Nadi**

Reports To: **None**

Objective

This role will be responsible for the achievement of consistent service levels at a competitive cost to the business by forecasting contact volumes and staff requirements within all contact centers globally. Identify, analyze and report operational performance data. Assemble call flow data for budgetary and rostering purposes. To be responsible for supporting the production of forecasts, schedules, intraday management and driving service improvements. Participate in the evaluation of new business opportunities by applying high-level quantitative skills to produce efficient manning forecasts. Identify, analyze and interpret data to deliver statistical reports that add value to the business. Manage the End of Month reporting process. Provide management with efficient quantitative information to facilitate decision-making. Contribute to the efficient operation of the business.

Outcomes

Organisational Stakeholders

1. Coordinate global resource allocation and planning functions:

- Maintain lost call rate within contracted service level agreements
- Monitoring and challenging daily contact centre performance levels and adherence to skill planning
- Monitoring daily routing systems and rectifying any faults
- Monitoring real-time activities for all contact centres and responding to event volumes and call types that differ to plan by overseeing the re-allocation of skills, re-assigning resources to administrative tasks, and amending meeting and training schedules.
- Participate in Operations Team meetings, advising of issues affecting operational performance and proposing solutions.

2. Achieve contractual global service level agreements:

- 100% contracted service levels met at all times.
- Analyse all statistical reports and make recommendations to senior management to address service levels.
- Liaise with clients regarding the performance of service levels and make recommendations as required.
- Ensure all schedules are created as per skill plans and that corrective action is taken when needed by team members.

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.
Customer	
Quality Focus	Deliver quality.

Qualifications

Qualification	Discipline	Notes
Desirable		
Degree	Statistics and Economics, Business Management or Business Administration or related fields	

Work Knowledge and Experience

Experience in a contact center/call center environment would be an advantage

Experience in workforce planning or workforce management

Advanced Excel skills (pivot tables, VLOOKUP, complex formulas, data modeling)

Strong statistical analysis capabilities and experience with data visualization

Demonstrated problem-solving skills with a track record of process improvement

Experience with workforce management software and tools

Ability to manage multiple projects simultaneously

Strong organizational skills and attention to detail

Requirements

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.
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

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
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.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All applications are to be submitted via the link below:

Contact for Enquiries

Contact Name: Pooja Reddy

Contact Email: Pooja.Reddy@centrecom.com.fj

Further Contact Information: --

Closing Date: 23 Jun 2025