
Position Description

Vacancy Title: **Campaign Coordinator - Spotlight- Nadi**

Location:

Reports To: **None**

Objective

The Campaign Coordinator reports to the Contact Centre Manager and is responsible for overseeing the Campaigns while supporting the account management and operations teams. This role drives all revenue across the platform, develops business strategies, responds to client briefs, and manages all channel communications within the client's managers.

Outcomes

Organisational Stakeholders

1. Client Relationship Management

- Professional communication with Centrecom's clients conducted to nurture good relationships.
- Requests from Centrecom's clients managed within the existing scope or with the approval of the Contact Centre Manager or General Manager.
- Centrecom Pte Limited represented to various clients with a high level of integrity and poise.
- Market awareness of the brand, capabilities, and strategies enhanced through networking.
- Effective Pipeline reporting provided for the prospective and existing client base.
- Market trends forecasted to ensure that Centrecom maintains pace with client demands for services.

2. Campaign Management

- Performance trends identified and improvement strategies developed using current reporting tools.
- The reputation of Centrecom Pte Limited maintained through effective networking within the community.

3. Team Management

- Business objectives supported by managing a high-performing team.
- New campaigns onboarded and supported to align with business objectives.
- KPIs and performance communicated, and performance review processes led.
- Staffing implications of business strategies and plans addressed with the support of the Team Leader.
- The team has been coached efficiently to assess, develop, and address skills and capability gaps.
- The performance management process for underperformance led and managed.
- The scope required for new campaigns understood and associated costs addressed.
- Recruitment for campaigns coordinated with Human Resources support.
- Reporting requirements for new campaigns met and consulted with the Operations Team.
- Implementation of required training programs managed.

4. People and Culture

- People management expectations deployed and operations managed in line with relevant awards, contracts, and company policies.
- Collaboration with departments and colleagues on various people initiatives conducted.
- Team activities and initiatives to support business objectives encouraged.

5. Emergency Response

- Responses to incidents and emergencies executed in accordance with agreed procedures.

6. Reporting

- Reporting at all levels analyzed to track performance and identify improvements and efficiency gains.

7. Ad-hoc Projects

- Projects managed and participated in as directed.
- Other tasks assigned by Management executed efficiently

8. Policy and Procedure

- Compliance with company policy and procedure ensured and teams led and managed in complying with these at all times.

9. Occupational Health and Safety

- Sound awareness of OHS policies and procedures demonstrated.
- Information has been disseminated to all workers, and participation in training and consultation ensured.
- The identification and reporting of hazards or risks, along with the design and implementation of control measures, championed.
- Rehabilitation for injured workers ensured to align with Rehabilitation Policy and workers' compensation documents.

10. 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	
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
Customer	
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Team Orientation	Work in a team towards a common aim.
Learning	Develop the competencies of self and others to enhance performance.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Business Administration, Business and Management	

Work Knowledge and Experience

Experience in Campaign Management or equivalent with 2 years experience in a similar role.

Detailed understanding of Contact Centre Operations, Client Management, and Project Management skills.

Experience in the development of key performance measurement tools.

Experience developing and analyzing business cases.

High degree of computer literacy including modeling plans and results.

Excellent written and oral skills.

Sound understanding of Contact Centre methodologies.

Strong reporting and analytical skills.

Data analysis experience.

Superior communication skills.

Experience in document management.

Change management experience.

Requirements

Language Proficiency

Excellent command of English

Must have excellent written and oral skills.

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		

Type	Interaction	Comments
	Travel Agents	
	Clients	
	Management Team	
External		
	Client Peers	

Attributes

Behavioural Styles

Accepting/compliant	Shows a willingness to go along with things and a compliance with expectations.
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.
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.
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

Consensus seeker	Works to achieve group solidarity and general agreement and harmony.
Empathic	Has the ability to understand somebody else's feelings or difficulties.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Perceptive	Shows keen insight and understanding of issues or situations.
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

Abstract/conceptual thinker	Creates abstract or generic ideas generalised from particular instances.
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.
Conscientious	Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
Imaginative	Generates ideas and images, showing creativity.
Initiative	Takes action and makes decisions without the help or advice of other people.
Intuitive	Makes mental leaps without going through a rational thought process. Apparent ability to acquire knowledge without a clear inference or the use of reason.
Numerate	Shows abilities in quantitative thought and expression.
Reflective	Takes a thoughtful and deliberative approach.
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: <https://jobs.hrmonise.com/details/3894/centrecom-fiji/campaign-coordinator-spotlight-nadi>

Contact for Enquiries

Contact Name: Pooja Reddy

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

Further Contact Information: --

Closing Date: 22 Jun 2025