

Position Description

Vacancy Title: **Team Leader - Veolia [Suva]**

Location: **Suva**

Reports To: **None**

Objective

We are seeking a dynamic and experienced Team Leader to join our growing organization and lead our Customer Care team supporting the Sales and CX functions. This role serves as a pivotal element in the support of managing master data for new businesses, amendments, and cancellations. You will be responsible for leading a team of Customer Care Consultants, ensuring exceptional service delivery, and driving operational excellence through effective team management and performance optimization.

Outcomes

Organisational Stakeholders

1. Team Leadership and Development

- Lead, motivate, and develop a team of Customer Care Consultants
- Conduct regular one-on-one coaching sessions and performance reviews
- Implement training programs to enhance team skills and knowledge
- Foster a positive team environment that promotes collaboration and high performance
- Manage team schedules, breaks, and resource allocation

2. Performance Management and Quality Assurance

- Monitor team performance metrics and KPIs to ensure targets are met
- Conduct quality monitoring and provide feedback on customer interactions
- Implement improvement plans for underperforming team members
- Ensure compliance with company policies and procedures
- Drive continuous improvement initiatives to enhance service quality

3. Operational Excellence

- Oversee daily operations and ensure smooth workflow processes
- Handle escalated customer issues and complex problem resolution
- Coordinate with other departments to streamline processes
- Manage reporting and analytics to track team performance
- Ensure adherence to SLA requirements and service standards

4. Strategic Support

- Collaborate with management on strategic initiatives and process improvements
- Participate in capacity planning and workforce management
- Support new business implementations and system changes
- Contribute to the development of policies and procedures

Responsibilities - Key Competencies

Competence	Description
Business	
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
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.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.

Qualifications

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

Work Knowledge and Experience

At least 2-3 years of team leadership experience in a contact centre or customer service environment

Previous experience in CS or B2B environment highly preferred

Strong leadership and people management skills

Excellent communication and interpersonal abilities

Proven track record in performance management and team development

Advanced knowledge of Microsoft Office Suite and CRM systems

Experience with Salesforce or similar platforms would be advantageous

Strong analytical and problem-solving capabilities

Ability to work under pressure and manage multiple priorities

Flexibility to work shifts, weekends, and public holidays as required

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.
- 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

- Empathic Has the ability to understand somebody else's feelings or difficulties.
- 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

- Decisive Reaches conclusions, promptly and firmly.
- Well organised Controls tasks in a well thought out and critical manner.

How To Apply

All applications to be submitted via the below link. <https://jobs.hrmonise.com/details/3951/centrecom-fiji/team-leader-veolia-suva-July2025>

Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information: --

Closing Date: 15 Jul 2025