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## Position Description

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Vacancy Title: **Organizational Development & Capability Specialist - Nadi & Lautoka**

Location: **Lautoka**

Reports To: **None**

### Objective

The Organizational Development & Capability Specialist is responsible for designing, delivering, and evaluating training programs that enhance the knowledge, skills, and performance of customer service representatives and other employees within the Organizational Development & Capability Department. This role involves conducting both classroom and virtual training sessions, preparing training materials, and ensuring that agents are equipped to meet client expectations and deliver exceptional service. The Organizational Development & Capability Specialist will also collaborate with operations and quality assurance teams to ensure continuous alignment with business goals and client requirements. The role will report to Organizational Development & Capability Manager.

### Outcomes

#### Organisational Stakeholders

##### 1. Training Development & Delivery

- Develop, update, and deliver engaging training programs for new hires, upskilling, and refresher courses specific to customer service and cases handling.
- Customize training content to address the needs of different learning styles, ensuring that all trainees are able to absorb and apply the information effectively.

##### 2. Training Material Creation

- Develop, update, and deliver engaging training programs for new hires, upskilling, and refresher courses specific to customer service and cases handling.
- Customize training content to address the needs of different learning styles, ensuring that all trainees are able to absorb and apply the information effectively.

##### 3. Interactive Learning:

- Conduct dynamic, interactive training sessions using role-plays, case studies, simulations, and real-world scenarios to engage participants and enhance learning retention.
- Foster an environment that encourages active participation, feedback, and collaboration.

##### 4. Performance Evaluation

- Assess trainees' performance through regular evaluations, quizzes, and feedback sessions to measure knowledge retention and skill application.
- Provide constructive feedback to improve trainee performance and support development.

##### 5. Monitoring & Continuous Improvement

- Monitor training effectiveness through regular evaluations and feedback from both trainees and managers.
- Analyze training outcomes and adjust programs accordingly to improve performance, engagement, and productivity.

##### 6. One-on-One Coaching & Mentorship

- Provide targeted one-on-one coaching and mentorship to underperforming agents, helping them to enhance their skills and meet performance standards.
- Offer continuous support and guidance to trainees post-training to ensure they apply the learned skills effectively on the job.

##### 7. Collaboration with Operations & Quality Assurance

- Work closely with the operations and quality assurance teams to align training programs with business goals and client requirements.
- Ensure that training materials and delivery methods meet the operational standards and drive the achievement of business targets.

##### 8. Product & Service Knowledge

- Maintain up-to-date knowledge of company products, services, and industry best practices to ensure training materials are accurate and relevant.
- Share insights on new product features, processes, and industry trends with trainees.

##### 9. Tracking & Reporting

- Track and report on training attendance, progress, and outcomes to provide insights into the success of training initiatives.
  - Ensure proper documentation of training sessions, including participation and results, for future reference and compliance.

## 10. Compliance

- Ensure that all training programs comply with company policies, client requirements, and relevant regulatory guidelines.
  - Regularly review and update training materials and methods to reflect changes in policies and compliance standards.

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
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.
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Organisational Values	Display the organisation's image and value standards.
<b>People</b>	
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Learning	Develop the competencies of self and others to enhance performance.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Certificate	Trainers of Training Model 1 -4 (TOT)	
<b>Preferred</b>		
Senior Secondary School - University Entrance	Year 12 & Year 13 pass	

## Work Knowledge and Experience

Must have proven experience as a trainer in a contact centre environment, hospitality or retail business.

## Requirements

### Language Proficiency

Excellent command of English

### Regulatory Compliance Requirements

Relevant certifications, registrations, and licenses may be required.

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	Customer Service and Admin Specialist	
	Manager Quality	
	Organizational Development & Capability Manager	
<b>External</b>		
	Client(s)	

## Attributes

### Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
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.

#### 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

Decisive	Reaches conclusions, promptly and firmly.
Initiative	Takes action and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

### How To Apply

For more details to apply for the vacancy, scan the QR code or click on the link below; <https://app.hrmonise.com/job/4056/centrecom-fiji/organizational-development-capability-specialist-nadi-lautoka-1-2-3>

### Contact for Enquiries

Contact Name: Mavnish Kumar

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Further Contact Information: --

**Closing Date:** 22 Aug 2025