

Position Description

Vacancy Title: **Workforce Planning Manager - Nadi/Lautoka/Suva**

Location: **Suva**

Reports To: **None**

Objective

As the Workforce Planning Manager, you are the architect of operational efficiency ensuring the right people are in the right place at the right time, doing the right things. This role supports the Contact Centre's performance by optimizing workforce planning, scheduling, real-time management, and reporting, while fostering a high-performance culture and aligning with strategic business goals.

Outcomes

Organisational Stakeholders

1. Forecasting & Planning

- Develop short- and long-term volume forecasts across all communication channels, including voice, email, chat, and SMS.
- Use a combination of historical trends, business inputs, and seasonality patterns to produce accurate demand forecasts aligned with business goals.
- Apply quantitative models such as Erlang C, trend analysis, and scenario planning to predict staffing requirements.
- Proactively identify gaps or risks in coverage and communicate these to Operations, Recruitment, and other relevant stakeholders.
- Monitor shrinkage levels and re-forecast as necessary, maintaining historical data for post-mortem analysis and continuous improvement.

2. Scheduling & Optimization

- Create efficient, agent-centric schedules using WFM tools (e.g., Verint, NICE, Genesys, etc.).
- Monitor intraday activity and adjust staffing based on call volume spikes or agent availability.
- Optimize break and shift structures based on skill and business needs.

3. Real-Time Management

- Own the Command Center view identify and respond to service level threats in real-time.
- Coordinate with CCPAs and Team Leads to redistribute resources as needed.

4. Reporting & Analytics

- Generate actionable reports on KPIs such as forecast accuracy, service levels, and productivity.
- Deliver insights and actionable reports to leadership on occupancy, shrinkage, adherence, and capacity planning.
- Track and report SLA and KPI performance metrics, offering proactive solutions to maintain targets.

5. Collaboration & Leadership

- Act as the WFM liaison with HR, Operations, Training, and QA to ensure alignment and continuous improvement.
- Support compliance, scaling, and business continuity initiatives.
- Lead and coach team (optional, if applicable) of WFM specialists or schedulers.

6. Process Improvement

- Drive continuous improvement through automation, tool optimization, and scenario planning.
- Focus on cost-efficiency and resource right-sizing.

Responsibilities - Key Competencies

Competence

Description

Business

- | | |
|---------------|---|
| Planning | Deliver results by developing, reviewing or following a work plan, action plan or operational plan. |
| Documentation | Communicate using formal business writing. |

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. |

Qualifications

Preferred

Degree Statistics, Operations Management, Business Management or Business Administration or related fields

Work Knowledge and Experience

Experience: 3–5 years in WFM roles within contact centers or BPOs, preferably in multi-site or multi-skill environments.

Technical Skills: Proficiency in WFM tools (e.g., NICE, Verint, IEX, Genesys), Excel (pivot tables, VLOOKUP), and BI tools (Power BI, Tableau).

Leadership & Communication: Proven ability to lead teams, influence stakeholders, and communicate effectively.

Requirements**Language Proficiency**

Fluency in both written and spoken English

Must have excellent written and oral skills.

Regulatory Compliance Requirements

Proficiency in data analytical tools particularly Excel.

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.
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

Consensus seeker	Works to achieve group solidarity and general agreement and harmony.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
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.
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.

How To Apply

For more details and to apply for the job, please refer to the link below or scan the QR code:

Contact for Enquiries

Contact Name: Mavnish Kumar

Contact Email: vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 24 Sep 2025