

## Position Description

Vacancy Title: **Contact Center Performance Analyst - Nadi/Lautoka/Suva**

Location: **Suva**

Reports To: **None**

### Objective

The Contact Center Performance Analyst is responsible for monitoring, managing, and reporting on the live performance of contact center operations to ensure service levels, agent productivity, and client expectations are consistently met. Acting as the frontline gatekeeper of workforce efficiency, the CCPA balances staffing with workload in real-time, proactively resolves discrepancies, and communicates with key stakeholders to ensure optimal operational flow.

### Outcomes

#### Organisational Stakeholders

##### 1. Real-Time Operations

- Support the Manager in executing strategic initiatives aligned with organizational and client objectives.
- Supervise Contact Center Performance Analyst and collaborate closely with Team Leaders and Coordinators to ensure seamless daily operations.
- Serve as an escalation point for frontline staff and assist in resolving operational challenges in a timely manner.

##### 2. Performance Monitoring & Support

- Monitor and analyze key performance indicators (KPIs), including CSAT, NPS, FCR, and service levels.
- Participate in performance evaluations and provide constructive feedback in partnership with the Quality Assurance team.
- Conduct regular audits and spot checks to ensure compliance with operational standards and procedures.

##### 3. Training & Development

- Coordinate and facilitate cross-training programs in collaboration with Workforce Management (WFM).
- Support the delivery of training initiatives developed by the QA and HR teams to enhance team capabilities and engagement.
- Mentor and guide team members, contributing to their ongoing professional growth and readiness for expanded responsibilities.

##### 4. Compliance & Process Adherence

- Ensure strict adherence to company policies and procedures, with a focus on document handling and customer interactions.
- Identify process gaps and recommend improvements to enhance operational efficiency and service quality.
- Liaise with IT and other support departments to resolve system issues and optimize tool performance.

##### 5. Reporting & Communication

- Compile and deliver accurate operational reports to the Manager to support data-driven decision-making.
- Communicate updates, process changes, and key announcements clearly to team members and relevant stakeholders.
- Assist in managing internal communications during service disruptions or operational escalations.

### Responsibilities - Key Competencies

#### Competence

#### Description

##### Business

Business Performance	Manage the performance of the organisation.
Information Analysis	Make informed decisions by collecting and interpreting data and information

##### Customer

Promotion	Promote the value of the products/services offered by the organisation.
Quality Focus	Deliver quality.

##### People

Problem Solving	Develop practical solutions to a situation.
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### Qualifications

#### Qualification

#### Discipline

#### Notes

##### Preferred

Degree	Business Management or Business Administration or related fields
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##### Desirable

## Work Knowledge and Experience

- 2–3 years of experience in a contact center, customer service, or workforce management environment
- Experience in real-time operations monitoring, reporting, or performance analysis
- Familiarity with intraday scheduling, adherence tracking, and service level management

## Requirements

### Language Proficiency

- Fluency in both written and spoken English
- Must have excellent written and oral skills.

### Regulatory Compliance Requirements

- Strong organization skills with a problem-solving attitude.. Excellent written and verbal communication skills.. Attention to detail.

## Other Required Requirements

- No other required items found.

## Interactions

Type	Interaction	Comments
No interactions found.		

## 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.        |
| 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. |

### Interpersonal Styles

- |                  |  |
|------------------|--|
| Consensus seeker | Works to achieve group solidarity and general agreement and harmony.                                   |
| 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

- |                        |   |
|------------------------|---|
| 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.                  |
| Holistic thinker       | Considers issues/situations as a whole rather than analysing or dissecting the parts.   |
| Numerate               | Shows abilities in quantitative thought and expression.   |
| Well organised         | Controls tasks in a well thought out and critical manner.   |

## How To Apply

For more details and to apply for the job, please refer to the link below or scan the QR code: <https://app.hrmonise.com/job/4110/centrecom-fiji/contact-center-performance-analyst-nadilautokasuva>

## Contact for Enquiries

Contact Name: Mavnish Kumar

Contact Email: [vacancy@centrecom.com.fj](mailto:vacancy@centrecom.com.fj)

Further Contact Information: --

**Closing Date: 24 Sep 2025**