

Position Description

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

Location: **Suva**

Reports To: **None**

Objective

The Supervisor – Contact Center Performance plays a pivotal role in leading and supporting the day-to-day execution of operational activities across assigned projects and departments. Working under the guidance of the Manager– Contact Center Performance, this role ensures that service delivery standards are consistently met while driving team accountability, quality, and performance. The Supervisor – Contact Center Performance is both a hands-on leader and a strategic contributor, responsible for aligning operational tasks with business goals, supporting frontline team members, and proactively identifying opportunities for process optimization and improved customer experience.

Outcomes

Organisational Stakeholders

1. Team Coordination & Leadership

- 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 analyse 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

Qualifications

Qualification

Discipline

Notes

Preferred

Diploma

Business and Management

Work Knowledge and Experience

- 3–5 years of experience in a contact center or customer service environment
- 2+ years in a supervisory or team leadership role, preferably in performance or quality-focused operations
- Demonstrated experience in managing KPIs, coaching teams, and supporting operational excellence

Requirements

Language Proficiency

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

Regulatory Compliance Requirements

Fluency in both written and spoken English.

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.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
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

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

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.
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.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

For more details and to apply for this vacancy, scan the QR Code or refer to the link below; <https://app.hrmonise.com/job/4111/centrecom-fiji/supervisor-contact-center-performance-nadilautokasuva-1-2>

Contact for Enquiries

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Further Contact Information: --

Closing Date: 24 Sep 2025