

Position Description

Vacancy Title: **Contact Centre Manager - Airlines**

Location: **Suva**

Reports To: **None**

Objective

Provide comprehensive oversight to the contact centre operations within your designated division, support and guide a team of Customer Success Managers, supervisors and customer service agents ensuring efficient and high-quality service delivery to clients while maintaining excellent client satisfaction.

Outcomes

Organisational Stakeholders

1. Contact Centre Operational Excellence

- Effectively manage daily operations of the division, ensuring seamless workflow and optimal productivity
- Implement and improve processes to optimize efficiency and service quality
- Develop and execute work plans for Customer Success Managers to maximize productivity
- Utilize data analysis and performance analytics to drive operational improvements
- Demonstrate adaptability in a fast-paced environment while handling high workloads and multitasking

2. Team Leadership and Development

- Provide guidance and support to Customer Success Managers, supervisors and customer service agents
- Partner with Learning and Development to establish continuous employee development programs
- Conduct regular performance reviews adhering to service standards
- Foster a culture of collaboration and drive high-performance outcomes
- Mentor staff and lead by example to create a positive and productive work environment

3. Client Relationship Management

- Maintain exceptional client satisfaction by understanding client needs and managing deliverables
- Cultivate strong client relationships through regular communication and feedback collection
- Collaborate with Customer Success Managers to address client concerns promptly
- Foster interdepartmental collaboration to enhance service quality and performance
- Apply Six Sigma methodologies to enhance client service delivery and satisfaction

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.

Qualifications

Qualification	Discipline	Notes
Desirable		
Degree	Business and Management, Business Management or Business Administration or related fields	

Work Knowledge and Experience

A minimum of 3 years of experience in a related field, with at least five (5) years of BPO management and experience in handling one or more of the following: Airline Reservations, Customer Service, Market Research, Travel, or Vehicle Rental Accounts.

Knowledge of computer software and tools relevant to BPO operations.

A Certification in Six Sigma is desirable

Requirements

Language Proficiency

Must have excellent written and oral skills.

Regulatory Compliance Requirements

Police Clearance

Relevant certifications, registrations, and licenses may be required.

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

Excellent interpersonal skills and team building skills.. Bookkeeping skills.. Analytical, problem-solving, and decision making skills..

Effective verbal and communication skills.. Attention to detail and high level of accuracy.. Very effective organizati

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.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Innovative	Devises new and creative ways to do things comes up with original ideas.
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.
Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
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.
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.
Challenger	Queries, tests information/beliefs and provokes thought.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Initiative	Takes action and makes decisions without the help or advice of other people.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All applications must be submitted via the link below or scan QR Code to apply: <https://app.hrmonise.com/job/4138/centrecom-fiji/contact-centre-manager-airlines>

Contact for Enquiries

Contact Name: Mavnish Kumar

Contact Email: Mavnish.Kumar@centrecom.com.fj

Further Contact Information: --

Closing Date: 29 Sep 2025