

## Position Description

Vacancy Title: **Assistant Manager - Leasing Operations Support**

Location: **Suva, Fiji Island**

Reports To: **None**

### Objective

The Assistant Manager - Leasing Operations Support provides support and oversight of the efficient execution of lease operations, with a focus on financial accuracy, process compliance, team capability development and high customer satisfaction. The role reports to the Manager of Financial Services.

### Outcomes

#### Organisational Stakeholders

##### 1. Financial Management

- Lease-related financial transactions diligently monitored and validated, including charges for servicing, repair, and maintenance.
- Budgeting and forecasting for leased assets supported, including expense tracking and variance analysis.
- Timely invoicing, collections, and payment processing ensured as per lease terms.
- Competent and efficient assistance provided to the Manager Financial Services in financial reporting and audits related to leasing activities.

##### 2. Operational Process Management

- Management of End-to-end lease lifecycle operations ensured including vehicle fines, GPS, insurance, towing, and purchase order verification.
- Implementation and monitoring of SOPs and processes to align lease operations guaranteed.
- Appropriate management of expenses ensured with internal controls in place.
- Timely submission of monthly expenses reports maintained according to the allocated budget with countermeasures for improvement.
- Effective collaboration with cross-functional teams (Panel/Service/tyres) ensuring smooth operations.
- Effective oversight of lease operations across multiple locations and travel within the country when required to support branch activities and audits.

##### 3. Customer Service and Relationship Management

- Timely and professional resolution of lease-related inquiries and disputes ensured.
- Maintenance of accurate and clear communication channels with all stakeholders ensuring consistent professionalism in all interactions.
- Managed and maintained strong internal and external customer relationships, fostering positive and productive business partnerships..
- A service-oriented approach is fostered within the lease operations team.
- Stakeholder satisfaction tracked and improved through feedback and KPI monitoring.

##### 4. Learning and Development

- Periodic knowledge-sharing sessions on lease policies, tools, and compliance requirements conducted.
- Timely identification of gaps in team knowledge ensured and appropriate training interventions recommended.
- Remain abreast industry best practices and regulatory changes and communicate relevant updates to the team.
- Mentorship of junior team members and a culture of continuous learning and improvement is fostered.

### Responsibilities - Key Competencies

#### Competence

#### Description

##### Business

Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.

##### Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Quality Focus	Deliver quality.

##### 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.
Learning	Develop the competencies of self and others to enhance performance.

##### Professional

Competence	Description
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Financial Application	Apply financial principles and practices.
Mathematical Reasoning	Apply mathematical reasoning.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Accounting and Finance, Business Administration	or a related field.

## Work Knowledge and Experience

- 2–3 years' experience in lease administration, lease operations, or a related field will be an advantage.
- Strong understanding of leasing processes, policies, and operational procedures.
- Proven ability to manage multiple priorities and meet deadlines effectively.
- Process-driven with strong analytical and problem-solving skills.
- Excellent communication and interpersonal abilities, with a focus on customer service and collaboration.
- Must hold a valid driving license.

## Requirements

### Regulatory Compliance Requirements

- Driver's License

### Other Required Requirements

- No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	All internal stakeholders.	
<b>External</b>		
	All external stakeholders.	

## Attributes

### Behavioural Styles

- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Integrity: Adherence to moral and ethical principles; soundness of moral character; honesty.
- 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

- Forthright: Speaks out frankly without hesitation, showing a direct manner.
- 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

- Conscientious: Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
- 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.

## How To Apply

Further details about the role description and expected outcomes can be accessed by visiting: <https://app.hrmonise.com/job/4274/asco/assistant-manager-leasing-operations-support> All applications must be submitted via the job portal; emailed applications will NOT be accepted.

## Contact for Enquiries

Contact Name: Grace Naleba

Contact Email: [grace@maxumise.com](mailto:grace@maxumise.com)

Further Contact Information: --

**Closing Date: 14 Dec 2025**