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Position Description

Vacancy Title: **Business Optimization Manager - SUVA**

Location: **Suva**

Reports To: **None**

Objective

The Business Optimization Manager is responsible for improving operational efficiency, customer experience, and commercial outcomes across the contact centre. The role uses data analysis, process improvement, and technology enablement to identify opportunities, implement change initiatives, and drive continuous improvement across programs and clients. The role works closely with Operations, Workforce Management, IT, Finance, and Client Stakeholders to ensure performance frameworks, operational processes, and customer journeys are optimized for scale and sustainability. Optimization roles typically focus on analyzing operational performance data, identifying inefficiencies, and translating insights into improvements in service levels, productivity, and customer experience.

Outcomes

Product's Stakeholders

1. Operational Performance Optimization

- Analyze operational performance across voice, email, chat, and back-office channels.
- Identify inefficiencies in workflows, staffing models, and service delivery.
- Develop optimization initiatives to improve AHT, service levels, productivity, and cost per contact, cost per hour.
- Work with Operations leaders to implement performance improvement plans.

2. Data & Insight

- Develop dashboards and reporting frameworks to track KPIs such as CSAT, NPS, FCR, SLA, productivity, and shrinkage.
- Translate complex operational data into actionable insights for leadership teams.
- Working with the Operations Managers and aligning on forecasting and capacity models to support workforce planning and demand management.

3. Process Improvement & Continuous Improvement

- Lead process redesign initiatives using Lean, Six Sigma, or Continuous Improvement frameworks.
- Identify automation opportunities and recommend technology improvements.
- Document standard operating procedures and ensure operational governance.

4. Customer Experience Optimization

- Analyze customer journeys and identify opportunities to improve resolution rates and experience.
- Use call listening, speech analytics, and customer feedback to identify service improvement opportunities.
- Partner with client stakeholders to improve performance against customer experience metrics.

5. Transformation & Change Management

- Lead implementation of optimization initiatives including new technologies, processes, or operating models.
- Work with IT and vendors to support deployment of tools such as WFM platforms, CRM improvements, or automation solutions.
- Ensure successful adoption through training and operational engagement.

6. Stakeholder & Client Engagement

- Partner with internal teams (Operations, HR, WFM, IT, Finance).
- Support client discussions regarding performance improvement initiatives.
- Present optimization insights and recommendations to senior leadership.

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
People	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.

Qualifications

| Qualification | Discipline | Notes |

Work Knowledge and Experience

Experience • 5–10 years in contact centre operations, analytics, or workforce management • Experience leading process improvement or transformation projects • Exposure to BPO or multi-client environments preferred Technical Skills • Advanced Excel / BI tools (Power BI, Tableau) • Workforce management systems (e.g., NICE IEX, Verint) • Process improvement frameworks Leadership Skills • Stakeholder management • Data-driven decision making • Strategic thinking • Change management

Requirements

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments

No interactions found.

Attributes

No attributes found.

How To Apply

For more details and to apply for the Vacancy, scan the QR Code or refer to the link below:

Contact for Enquiries

Contact Name: Mavnish Kumar

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

Further Contact Information: --

Closing Date: 30 Mar 2026