
Position Description

Vacancy Title: **Team Leader- Hertz Linguistic Voice French**

Location: **Lautoka**

Reports To: **None**

Objective

Leading the customer service team, you will be pivotal in providing guidance and leadership to customer service consultants who are responsible service providers to a variety of customers as well as office administration and sales teams for our client. Our client City Chic, a global omni-channel retailer specializing in plus-size women's apparel, footwear, and accessories, envisions leading a world of curves. As one of Australia's fastest-growing retailers, with two-thirds of sales through our online channel, our success is rooted in the following core values: - Putting Her First: She is at the heart of every decision we make, driving our commitment to enhancing her experience. - Passionate Connectors: We love what we do, fostering a collaborative team spirit that propels our success. - Know It, Own It, Do It: With knowledge, accountability, and discipline, we take ownership and deliver with precision. - Move Fast, Keep It Simple, Think Big Picture: Acting decisively, simplifying processes, and considering the big picture keep us ahead in the dynamic world of fashion. - Fearless Agile Thinkers: Expressing ideas, taking calculated risks, and embracing change define our identity. As an ASX-listed company with global operations spanning Australia, the United States, and New Zealand, isn't just a retailer; it's a community embodying these values at every step.

Outcomes

Capital Stakeholders (Owners)

1. A strategically focussed organisation [Board Satisfaction]

- Driving the strategic plan
 - Commercial viability managed - current and future
 - Organisation focused on the core business
- Maintain sector involvement

Organisational Stakeholders

1. Department/Division managed effectively

- Management through the organisation performance management system
- Internal procedures and guidelines maintained
- Budget preparation, monitoring and management
- Risk management planning and assessment

2. Financial reports produced

- Produce regular financial and other reports for senior management and auditors
- Provide ad hoc financial reports as required

3. Informed management and other stakeholders

- Provide technical / professional advice to clients and other stakeholders
- Conduct research and compile reports for management

4. Leadership of the division / department [People]

- Workforce that are productive, efficient, motivated and supported
- Safe, healthy and environmentally aware workforce

5. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

6. Procedures developed, monitored and implemented

- Develop, monitor and implement procedures to improve the efficiency of the team's work and to better meet the customer's need
- Implement and monitor risk management procedures

7. Team Management

- Prepare work plans (annual, monthly and weekly basis)
- Delegate work and supervise staff
- Provide guidance

8. Teamwork and cooperation

- Cooperation within the team and greater function / department
- Cooperation across functions / departments
- Work collaboratively to achieve the set targets and goals

Product's Stakeholders

1. Provider of choice

- Recognised as industry best practice provider
- Provider of choice (public image including satisfaction from owners, staff and other external stakeholders)

2. Service provider relationships and contracts effectively managed

- Service agreements and contracts administered
 - Service level agreements developed to meet the needs of the organisation
 - Monitor and manage contracts

3. Statutory and operationally compliant organisation (department / division)

- Statutory and regulatory compliant
- Compliance with operational procedures
- Risk compliant

4. Operational and statutory compliance

- Statutory compliant to laws and regulations
 - Health and safety compliance
 - Environmental compliance
- Operationally compliant to the organisation's policies and procedures

Responsibilities - Key Competencies

Competence	Description
Customer	
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
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.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Self-Management	Manage your priorities and objectives efficiently and effectively

Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Business Management or Business Administration or related fields	

Work Knowledge and Experience

- Good problem solving and investigation skills
- Experience in leading a team
- Excellent customer service ability, Be customer focused and reliable
- Excellent verbal and written communication skills
- Experience within Are Media Account preferably in a Senior Role
- Must have completed mandatory Moodle Senior Agent and Team Leader Modules.
- Computer skills, including MS Office

Requirements

Language Proficiency

Excellent command of English

Must have excellent written and oral skills.

Regulatory Compliance Requirements

Available to work on a roster basis covering 365 days a year.. Excellent communication skills (verbal and written). Maintains expert-level awareness of product, system, and client updates.

Fijian Citizen, under Age 55, in sound health, with a clear police record.

Proficiency in GDS (Global Distribution System).. Proficiency in CRM (Customer Relationship Management) systems.

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	Management Team	
	Clients	

Attributes

Interpersonal Styles

Consensus seeker	Works to achieve group solidarity and general agreement and harmony.
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.
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.
Perceptive	Shows keen insight and understanding of issues or situations.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
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.
Challenger	Queries, tests information/beliefs and provokes thought.
Concrete thinker	Focuses on the tangible experiences of actual things or events.
Conscientious	Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
Imaginative	Generates ideas and images, showing creativity.
Initiative	Takes action and makes decisions without the help or advice of other people.
Intuitive	Makes mental leaps without going through a rational thought process. Apparent ability to acquire knowledge without a clear inference or the use of reason.
Numerate	Shows abilities in quantitative thought and expression.
Reflective	Takes a thoughtful and deliberative approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

To apply for this role, kindly click on the given link or scan the QR code.

Contact for Enquiries

Contact Name: Mavnish Kumar

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

Further Contact Information: All applications to be submitted via the below link or scan the QR Code.

Closing Date: 11 Apr 2026