

Position Description

Vacancy Title: **Contact Center Performance Analyst - Hertz EU Voice Lautoka**

Location: **Suva**

Reports To: **None**

Objective

The Contact Center Performance Analyst is responsible for monitoring, managing, and reporting on the live performance of contact center operations to ensure service levels, agent productivity, and client expectations are consistently met. Acting as the frontline gatekeeper of workforce efficiency, the CCPA balances staffing with workload in real-time, proactively resolves discrepancies, and communicates with key stakeholders to ensure optimal operational flow.

Outcomes

Organisational Stakeholders

1. Real-Time Operations

- 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 analyze 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
Business	
Business Performance	Manage the performance of the organisation.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Customer	
Promotion	Promote the value of the products/services offered by the organisation.
People	
Problem Solving	Develop practical solutions to a situation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business Management or Business Administration or related fields	
Desirable		

Qualification	Discipline
Certificate	Business Administration

Notes

Work Knowledge and Experience

- 2–3 years of experience in a contact center, customer service, or workforce management environment
- Experience in real-time operations monitoring, reporting, or performance analysis
- Familiarity with intraday scheduling, adherence tracking, and service level management

Requirements

Language Proficiency

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

Regulatory Compliance Requirements

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

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

Attributes

Behavioural Styles

Accepting/compliant	Shows a willingness to go along with things and a compliance with expectations.
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
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

Consensus seeker	Works to achieve group solidarity and general agreement and harmony.
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.
Decisive	Reaches conclusions, promptly and firmly.
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.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

--

Contact for Enquiries

Contact Name: Mavnish Kumar

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

Further Contact Information: --

Closing Date: 29 Mar 2026