
Position Description

Vacancy Title: **Team Leader- E-Commerce - Nadi**

Location: **Nadi**

Reports To: **None**

Objective

The Team Leader will oversee and guide the team's daily operations to meet McDonald's required service levels and targets. They will provide coaching, identify training needs, manage escalations, and leverage their comprehensive product/process expertise to ensure high-quality support and continuous improvement across the McDonald's account.

Outcomes

Organisational Stakeholders

1. Leadership of the division / department [People]

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

2. Organisation Represented

- Promote and deliver papers, technical advice, support and policy input to stakeholders and interested parties
- Collect, analyse and disseminate information

3. 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

4. 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

5. Team Management

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

6. 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. 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

Responsibilities - Key Competencies

Competence	Description
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.
Problem Solving	Develop practical solutions to a situation.

Qualifications

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

Work Knowledge and Experience

- A minimum of two years of customer care experience within a fast paced business.
- Previous Leadership experience.
- Completion of the Team Leader and Senior Agent courses on Moodle.
- Experience in processes is an added advantage.

Requirements

Language Proficiency

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
Internal		
	Travel Agents	
	Management Team	
External		
	Customers	
	Client(s)	

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.
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.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
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

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

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
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.
Initiative	Takes action and makes decisions without the help or advice of other people.
Reflective	Takes a thoughtful and deliberative approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All applications are to be submitted via the link below: <https://jobs.hrmonise.com/details/4647/centrecom-fiji/teamleaderecommercenadiapr26>

Contact for Enquiries

Contact Name: Tiana Kitione

Contact Email: Tiana.Kitione@centrecom.com.fj

Further Contact Information: --

Closing Date: 21 Apr 2026