

Position Description

Vacancy Title: **Manager Contact Centre Performance - Lautoka**

Location: **Suva**

Reports To: **None**

Objective

Reporting to the General Manager of Operations and the Contact Centre Manager, the Manager – Contact Center Performance is a key leadership role responsible for driving operational excellence across assigned projects and support teams. This position plays a strategic role in delivering results through effective execution, team empowerment, and continuous improvement. The Manager – Contact Center Performance leads initiatives that enhance customer satisfaction, ensure compliance, and optimize team performance while fostering a culture of accountability and innovation. The role requires strong cross-functional collaboration, data-driven decision-making, and a proactive approach to solving operational challenges.

Outcomes

Organisational Stakeholders

1. Operational Leadership

- Partner with the Management Team to implement long-term strategic initiatives aligned with both company and client objectives.
- Lead a high-performing team of CCPAs, collaborating closely with Team Leaders and Coordinators to ensure consistent delivery of exceptional customer service.
- Drive operational excellence through continuous assessment and alignment of daily activities with business goals.

2. Performance & People Management

- Set, monitor, and report on key performance indicators (KPIs) and service level agreements (SLAs), including CSAT, NPS, FCR, and agent retention.
- Lead performance management initiatives in coordination with the Quality Assurance team, ensuring coaching plans and feedback are effectively executed.
- Conduct regular performance appraisals and quality checks on reports submitted by direct reports to ensure accuracy and accountability.
- Champion employee growth through tailored development plans, mentorship, and succession planning.

3. Training & Development

- Drive cross-training programs in collaboration with the Workforce Management (WFM) team to improve team flexibility and coverage.
- Partner with QA and HR to design, implement, and evaluate training programs that elevate agent performance and engagement.
- Foster a culture of continuous learning and upskilling across the operational team.

4. Compliance & Process Optimization

- Ensure adherence to legal, regulatory, and internal policy requirements, particularly in sensitive areas such as document management.
- Identify and implement process improvements that enhance efficiency, reduce operational risk, and improve customer outcomes.
- Partner with IT to align system updates or tool implementations with compliance standards, ensuring secure

5. Reporting & Communication

- Prepare and present data-driven operational reports to senior leadership, supporting decision-making and strategic planning.
- Act as the escalation point and key liaison during operational incidents, providing timely updates and managing stakeholder communications.
- Promote transparent and proactive communication within the team and across departments.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
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	
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
People	
Team Orientation	Work in a team towards a common aim.
Professional	
Technology Application	Apply technology.

Competence	Description
Operational	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.
Health and Safety	Establish and maintain a safe and healthy work environment.
Environment	Establish and maintain an environmentally friendly organisation

Qualifications

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

Work Knowledge and Experience

Leadership & Team Management Strong people leadership skills with the ability to motivate and guide teams Experience in supervising cross-functional teams and managing performance Conflict resolution and escalation handling

Performance & Quality Management Proficiency in monitoring KPIs such as CSAT, NPS, FCR, and service levels Ability to conduct audits, spot checks, and performance evaluations Familiarity with quality assurance frameworks and feedback mechanisms

Communication & Reporting Excellent verbal and written communication skills Ability to compile and present operational reports clearly and accurately Skilled in internal communication during escalations or service disruptions

Training & Development Experience in coordinating and delivering training programs Mentoring and coaching skills to support team growth and development Collaboration with HR and QA teams on learning initiatives

Process & Compliance Strong understanding of operational procedures and compliance standards Ability to identify process gaps and recommend improvements Experience working with IT and support teams to resolve system issues

Analytical & Problem-Solving Strong analytical skills to interpret performance data and trends Proactive in identifying operational challenges and implementing solutions Strategic thinking to align daily tasks with broader business goals

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Requirements

Language Proficiency

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

Professional Associations

Membership of appropriate Professional Institution

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.

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	General Manager Operations	
	General Manager Hertz	
	General Manager E-Commerce & Airlines	

Attributes

Behavioural Styles

Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.

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.

Interpersonal Styles

Consensus seeker	Works to achieve group solidarity and general agreement and harmony.
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.

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.
Concrete thinker	Focuses on the tangible experiences of actual things or events.
Decisive	Reaches conclusions, promptly and firmly.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

To apply for this role, please click on the provided link or scan the QR code.

Contact for Enquiries

Contact Name: Ravindra Naidu

Contact Email: Ravindra.Naidu@centrecom.com.fj

Further Contact Information: --

Closing Date: 06 May 2026