
Position Description

Vacancy Title: **Customer Service Manager - Ecom & Retail (Suva) Shared Role**

Location: **Suva**

Reports To: **None**

Objective

The Role of Customer Success Manager will oversee Customer Care Consultants to ensure positive morale and efficient daily operations. The incumbent will provide service to our clients and customers by developing and implementing best call centre methods and procedures. In addition, you will be required to make suggestions for system and process improvement based on your knowledge of daily and ground operations.

Outcomes

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. Informed management and other stakeholders

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

3. Leadership of the division / department [People]

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

4. 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

5. 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

6. Team Management

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

7. 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

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

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

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
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.
Problem Solving	Develop practical solutions to a situation.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business and Management, Degree in Business or Commerce, Business Management or Business Administration or related fields	

Work Knowledge and Experience

A minimum of 3 years of experience in a related field, with at least five (5) years of BPO management and experience in handling one or more of the following: Airline Reservations, Customer Service, Market Research, Travel, or Vehicle Rental Accounts.

Knowledge of computer software and tools relevant to BPO operations.

Strong leadership abilities with experience managing diverse teams.

Excellent analytical and problem-solving skills.

Advance knowledge of business metrics and performance optimization.

Superior communication and relationship-building skills.

Ability to thrive in a fast paced environment and adapt to changing priorities.

Strategic thinker with attention to detail

Customer Centric mindset.

Strong sense of ownership and accountability.

Collaborative approach to leadership.

Requirements

Language Proficiency

Excellent command of English

Must have excellent written and oral skills.

Regulatory Compliance Requirements

Police Clearance

Relevant certifications, registrations, and licenses may be required.

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.

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

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	Management Team	
	Clients	

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.
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

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.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
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.
Challenger	Queries, tests information/beliefs and provokes thought.
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.
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

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Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information: --

Closing Date: 10 Jul 2026

