



FIJI REVENUE AND CUSTOMS SERVICE

POSITION DESCRIPTION – SEPTEMBER 2019

POSITION TITLE: MANAGER CONTACT CENTRE

POSITION NUMBER: L7-008 - Rotational

LOCATION: FRCS HEAD OFFICE, SUVA

REPORTS TO: DEPUTY DIRECTOR REVENUE

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service established under the FRCA Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue Service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

POSITION PURPOSE

The role is responsible for operation of the Contact Centre. The Contact Centre Manager will lead the Contact Centre Operation in this fast paced area of business that is challenging and changing continuously.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Customer Service	<ul style="list-style-type: none"> Ensure the Contact Centre operations delivers the required performance, being committed to delivering a great customer contact experience through a variety of customer contact channels which might be; Phone, Email, Web/Live Chat, Video, Social, Correspondence. Ensuring set targets are achieved. Ensure that through the team, customers receive a friendly, professional and consistently high quality service helping to resolve various queries, close any customer enquiry and get it right first time.
Leadership	<ul style="list-style-type: none"> Implementing the strategic direction and change Lead a number of Full Time Equivalent or Part time contracted staff, typically through a team of Contact Centre Team Leaders (Operational Team Leader & Work Force & Training Team Leader). Deal with escalated enquiries, and disciplinary issues. Lead and develop the team to ensure consistency in performance, stability and succession planning. Provide leadership, development and coaching of Team Leaders and Agents. Actively engaging and supporting the development of your team to ensure better performance and succession planning.
Core Duties & Responsibilities	<ul style="list-style-type: none"> Working with Human Resource and Recruitment drive the recruitment & selection of Team Leader and Customer Service Representatives. Contribute to the design and implementation of Change Programmes and Projects which impact the contact centre Ensure effective and consistent communication throughout the team, encourage feedback and customer insight in order to enhance the customer experience.

	<ul style="list-style-type: none"> • Embed a performance culture, framework and review processes to achieve service levels and improvements against set targets • Building and maintaining effective internal and external stakeholder relationships • Identifying and instilling best practice, processes and systems and drive continuous improvement environment. • Maintain open and honest channels of communication at all levels across the business to facilitate best in class sharing and root cause analysis. • Work with the Resource Planning team to ensure the most effective resource plans are developed and achieved • Ensures service targets are achieved, Service Level Agreements (SLA's) and Key Performance Indicators (KPI's) are continually reviewed and expectations are met with optimum levels of quality & service delivery. • Review management information and make suggestions, recommendations as to improvements across the contact centre. • Overseeing the customer support team and its individual Customer Service Representative. • Partner with internal stakeholders and to organise Service Level Agreements. • Defining goals for the support team, and devising a strategy to attain them. • Keeping track of the team's performance, and improving it. • Engage in other duties given by the direct report.
Partnerships and Customer Service	<ul style="list-style-type: none"> • Work closely with colleagues in FRCS to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS • Ensure that the highest standards of internal and external customer service is consistently delivered by your Team
Relationship Management	<ul style="list-style-type: none"> • Demonstrate a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS • Take responsibility and contribute to projects as allocated from time-to-time ensuring delivery on time to standard using good practice project management principals, templates, and practices
Risk Management and Security	<ul style="list-style-type: none"> • Assist with identification of people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimise any actual or potential impact • Support Customer Services with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
Health, Safety, and Wellness	<ul style="list-style-type: none"> • Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS • Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being • Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives

DELEGATIONS:

As may be delegated from time to time for specific tasks.

PERSON SPECIFICATION

ESSENTIAL Degree in either Business Studies, or Management from a recognized Institution with at least five (5) years of work experience in a Contact Centre.
Proven experience of working in a contact centre and able to develop and nurture improved performance across the team.
Excellent communication, engagement and development of people skills.

DESIRABLE Diploma in either Business Studies, or Management
Experience in similar role within a large complex Organization

PERFORMANCE COMPETENCY INDICATORS

As the Manager Contact Centre, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report quarterly to the Deputy Director Revenue on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Employee Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
Process Management	<ul style="list-style-type: none">• Consistently good at identifying the necessary processes, and organising the right people to get things done• Knows what to measure and how to measure is so that complex processes can be refined and more can be achieved with fewer resources• Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information and files in a useful manner
Decision Quality	<ul style="list-style-type: none">• Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate.• Assist others to make decisions by giving advice and offering solutions and can use his/her time efficiently to make effective decisions even when information is complex, or there are time pressures.
Drive For Results	<ul style="list-style-type: none">• Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results
Listening	<ul style="list-style-type: none">• Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees• Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting
Courage Conversation	<ul style="list-style-type: none">• Is direct and honest in their communication with other by providing timely, complete and "actionable" feedback (positive and critical)• Takes tough stands and faces up to problems with any person or in any situation when necessary, and take negative action when it is necessary to do so

Intellectual Horsepower	<ul style="list-style-type: none"> • Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner. • Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others
Problem Solving	<ul style="list-style-type: none"> • Uses rigorous logic and methods for recognising and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions. • Conducts high quality and honest analysis of information and data to aid in problem solving
Self-Development	<ul style="list-style-type: none"> • Is personally committed to and actively works to continuously improve self • Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

Manager Contact Centre - Position Description
